

ARUN DISTRICT COUNCIL

REPORT TO HOUSING AND CUSTOMER SERVICES WORKING GROUP ON 16 MARCH 2021

PART A : REPORT

SUBJECT:	TENANTS REPAIRS HANDBOOK
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REPORT AUTHOR:	Karen McGreal, Business Improvement Manager Satnam Kaur, Group Head of Residential Services
DATE:	January 2021
EXTN:	37714
PORTFOLIO AREA:	Residential Services

EXECUTIVE SUMMARY:

This report seeks approval for the adoption of the Tenants Repair Handbook 2021. The booklet provides guidance for tenants on repairs that are their responsibility, and which are those of the Council as the landlord.

RECOMMENDATIONS:

Housing and Customer Services Working Group is asked to recommend to Cabinet:

- a) The adoption of the Tenant's Repair Handbook.
- b) Delegated authority be given to Group Head of Residential Services to approve changes to the handbook.

1.0 BACKGROUND:

- 1.1 As a landlord of social housing, Arun District Council (ADC) has a responsibility to carry out day to day repairs to our properties. There are also statutory and regulatory compliance requirements that we need to fulfil relating particularly to gas, electrical, water, fire and asbestos safety.
- 1.2 The Consumer Standards set by The Regulator of Social Housing, requires ADC as a landlord to ensure that we are communicating with our residents on compliance and building safety matters, the new handbook will form part of these

communications.			
1.3	The Social Housing White Paper 2020 recommends creating a culture where there are effective communications with residents on safety issues. It advocates making sure that residents have up to date information to enable them to understand both their own and their landlord's safety responsibilities.		
1.4	The repairs handbook sets out clearly our responsibilities as a landlord, the responsibilities of our tenants and gives key information on compliance, home maintenance and safety issues.		
2.0	PROPOSAL(S):		
2.1	To approve the Repairs Handbook.		
3.0	OPTIONS:		
3.1	If the handbook is not adopted there is a risk the Council will not be fulfilling its requirements as Social Landlord to communicate repairs and compliance information effectively with residents.		
4.0	CONSULTATION:		
	Has consultation been undertaken with:	YES	NO
	Relevant Town/Parish Council		✓
	Relevant District Ward Councillors		✓
	Other groups/persons (please specify) Members of the Housing and Customer Services Working Group		
5.0	ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
	Financial		✓
	Legal	✓	
	Human Rights/Equality Impact Assessment		✓
	Community Safety including Section 17 of Crime & Disorder Act		✓
	Sustainability		✓
	Asset Management/Property/Land		✓
	Technology		✓
	Other (please explain)		

6.0 IMPLICATIONS:

N/A

7.0 REASON FOR THE DECISION:

7.1 To ensure that ADC maximises its opportunities to maintain its homes to a good standard, protecting the safety of our tenants and the maintenance of our assets.

8.0 BACKGROUND PAPERS:

N/A