



Repairs Meeting
Held on Tuesday 7th October 2014
Allan Waters House
10.30am

1. Present: Alex Lamb, Moira Robertson, Anna Johnston, Philomena McClung, Alexa Brown [SC] John MacMillan [SC] Emma Meldrum [STP] Alex Wallace,

Apologies: Dolly Gemmell, Michael Griffiths,

2. Matters arising: The phone number most publicised for repairs is 0845 2777000 and to phone this from a mobile will cost the tenants. More publicity will be given to 01786 404040 and mobile number 07717990001 which can also be used for text messaging. There is a variety of ways to contact HS and to find out the numbers – e.g. smart phones, internet and Open Door.

3 Repairs Review

Technical Services has produced draft leaflets to inform tenants of the changes to the Repairs Policy. They are set out in a way that makes them easier to read than a policy document, and each one relates to different aspects of the Repairs Service.

Some of the changes are:-

- Changes to Responsive Repair times
- Tenant to Pay
- Care and Repair for minor adaptations.
- Major Works
- Permissions
- Cyclical Maintenance
- Home Safety

Details of the changes will be in the Open Door, which will also feature the Annual Rent Review.

The main changes to Care and Repair for Minor Adaptations are that a tenant can phone in and request an adaptation like a hand rail or grab rail, without going through Occupational Therapy [OT]. They fill out a form on the phone [with help] or on-line, or in the offices. This is not more costly to the service as it would have been done anyway only at a later date, and it also makes savings from the General Fund.

If, at a later date, an item needs replacement due to wear and tear, then the Social Work is responsible for anything that can be removed, such as a seat for the shower, toilet seat, etc. They can be contacted on the direct number 01786 233 759.

The leaflet on Major Works will let tenants know what they need to do prior to the workmen coming in e.g. clearing the room. Major Work includes windows and doors. The leaflet also gives details of the Decoration Allowance and Disturbance Payments.

Permissions are when the tenant asks for permission to do work in their home such as install a cat flaps or a shower. It depends on what it is but usually permission is given although conditions may be attached.

Cyclical maintenance changed last year from 5 years to 7 years so the leaflet needs redrafting, and the wording will be altered; it needs to be emphasised that not everything picked up in the inspection will be done.

HS are coming to the end of the first round in new Heating Installations and next time round only boilers will be replaced for gas central heating. At the 3rd cycle everything will be replaced.

The Home Safety leaflet includes information on smoke alarms, burst pipes and winter maintenance. It also gives details of Legionnaire's Disease.

Information on Common Repairs to closes etc.

Do not use biological washing powder or bleach if waste goes to a septic tank as it kills the bacteria that break down the waste.

There is also a leaflet on what to expect when moving into a new build house with regards to the indoors, the garden, solar panels etc.

The leaflets were passed round and changes suggested, such as increasing the size of the font, using a clearer font and alterations to the wording.

4. Disturbance payments [DP]

These are only given when someone is decanted from their property, not when major works are being carried out while the tenant stays in the property. It affects about 12 tenants and their families a year.

Tenants and their family usually have 3 options:-

Go and stay with family or friends [F or F]

B&B

Temporary Accommodation [TA]

DP is to recompense for expenses and at present if staying with F or F they receive a payment equal to the average weekly rent, for B&B much more and less if in TA when they also pay rent – in both F or F and B&B they don't pay rent.

For Housing Services [HS] it is much less work if the tenant stays with F or F and yet they receive the less money; it would be better to make this option more attractive.

HS has recently asked for receipts for food/meals brought while staying in B&B to compare it with the allowance of £14 a day per person and in all cases the payment was over generous.

The group were given information on the allowance given at present to 2 people being decanted for 2 weeks.

	Initial	1 st Week	2 nd Week	Comment	Total
F or F	£62 [average rent]	£62	£62	Don't pay rent	£180
B&B	£62 [average rent]	£14x2x7=£192	£14x2x7=£192	Don't pay rent	£454
TA	£62 [average rent]	£0.00	£0.00	Pay rent on decanted property because it belongs to SC of £124	£62

This was discussed and the following proposed.

	Initial	1 st Week	2 nd Week	Comment	Total
F or F	£62 [average rent]	Expenses incurred on production of receipts e.g. eating out.	Expenses incurred on production of receipts e.g. eating out.	Pay rent for 2 weeks	£62 + expenses
B&B	£62 [average rent]	Up to £14 per day per person, on production of receipts.	Up to £14 per day per person, on production of receipts	Pay rent for 2 weeks	£62 + expenses
TA	£62 [average rent]	Expenses e.g. further from schools or work	Expenses e.g. further from schools or work	Pay rent for 2 weeks	£62 + expenses

If the tenant has pets they will need to go to TA and the decant may be delayed until this type of accommodation is available.

HS can give payments in advance, but this is very rarely requested.

The effect this could have on Universal Credit and Housing Benefit is unknown at present.

The next meeting is Tuesday 13th January 2015 in Allan Waters House at 10.30am