

Repair Group 11.03.25 Minutes

Attended

Robert Cairney

Anna Johnston

Margaretanne

Sarah-Jane Dunbar

Moira Robertson

Alexa Scrivener

Kerray Dawson

Jimmy McGrory

Keith Earley

Apologies

William Derek

No notes of interest from the previous meeting.

Alexa provided an overview of lettable standard used by Stirling Council. Agreed by the group to be able to take to the community housing and wellbeing committee. (*see attached slides*)

Alexa provided an update from a recent event for local authorities - lettable standards are very low in comparison to Stirling Council.

Some comments from Tenants regarding information being passed on to new tenants from housing officers when first moving into a property. Could we provide a list of repairs that have been logged so the tenant is aware of what work is planned and what still needs to be reported?

Alexa introduced Keith: a new property and asset officer who comes from private construction, started with a family business and completed a civil engineering degree.

Update provided by the operations team lead

Emergency response time is 3.4 hours

Customer satisfaction - Back in the red, but not unexpected due to on-going complaints. Taking steps to address it

Fencing policy - have had to be really strict due to the storm and the damage caused.

Rechargeable repairs policy is being looked at

Repairs are business as usual, meeting targets.

Drainage issues discussed, due to wipes not being biodegradable. Article being written for open door, but there is also a national education campaign.

Damp and mould - Stirling Council doesn't have much issues with damp and mould and when there are some issues it is improved by educating tenants. 25/26 damp and mould policy.

Update provided by the technical team lead

Bathrooms and Kitchens have slowed down, contractors moved to voids and acquisitions.

Kelly Court roof project starting in/around April time.

40 forced entry letters sent out, but managed to reduce that down to 22.

6 fire damaged properties over 4 months.

Cyclical maintenance currently on-going in St Ninians & Cornton

Hugh spoken about fire blanket safety checks.

Moir spoke about tenants who own tesla batteries, FES is blaming the council and the council is blaming FES for problems caused by a recent software update.