



<b>Living in Hackney Scrutiny Commission</b> <b>12th December 2022</b> <b>Item 4 – Housing Repairs</b>	Item No <b>4</b>
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### **Outline**

During the pandemic, the Council built up a backlog of around 7,000 repairs which led to significant delays to the completion of housing repairs across council properties.

The Living in Hackney Scrutiny Commission is keen to hear about the progress the Council has made in clearing the backlog and returning to business as usual.

This discussion will feed into the Commission's wider work to understand the experiences of social housing tenants in Hackney.

As part of this work, the Commission held a meeting to review the progress of Housing Associations in implementing the Charter for Social Housing Residents. The minutes of the meeting held in July 2022 can be accessed [here](#).

### **Discussion**

To review the Council's housing repairs service and progress against its action plan to tackle the backlog built up during the pandemic.

Particular focus to be given to:

- Impact on residents and progress made in clearing the backlog and returning services to business as usual
- What mechanisms have been put in place to allow residents to report issues easily, and how the Council has engaged with residents who may be in need of repairs but unable to report issues e.g. digitally excluded
- How the Council has learned from what happened, and how this learning will lead to service improvement going forward

In addition to evidence submitted by council officers, the Commission has also invited residents to submit information about their experiences of the Council's repairs service which will be share at the meeting.

### **Report(s)**

To support this discussion the following presentation was included for background information:

- Item 4a. Presentation from Strategic Director of Housing  
*(attached)*

### **Invited Attendees**

- Councillor Clayeon McKenzie - Cabinet Member for Housing Services and Resident Participation
- Steve Waddington - Strategic Director of Housing

### **Action**

Members are asked to consider the resident information and presentation and ask questions of those in attendance.