

Living in Hackney Scrutiny Commission 11th December 2023 Item 5 – Housing Repairs	Item No 5
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Outline

At its meeting on 12th December 2022, the Living in Hackney Scrutiny Commission held a discussion on the measures that had been put in place to improve Council's repairs performance and customer care following the pandemic and cyber attack.

The agenda, minutes and livestream for the meeting can be accessed [here](#).

A year on, the Commission is keen to follow up on progress against the improvement actions identified at the last meeting including:

- Damp & Mould and Leaks Hub
- Property MOTs
- DLO growth
- Roll out of Repairs Hub
- Contract management
- Disrepair case management
- Alternative Dispute Resolution

As part of the scrutiny process, Members held a focus group to hear from residents living in council managed homes to understand their experiences of the housing repairs and maintenance service and what they may like to see happen differently in the future.

Report(s)

The following documents are included for information:

- Item 5a. Presentation from Housing Services (*to follow as late submission*)

Invites Attendees

- Councillor Clayeon McKenzie, Cabinet Member for Housing Services & Resident Participation
- Rickardo Hyatt, Group Director Climate, Homes and Economy
- Steve Waddington, Strategic Director Housing Services
- Kain Roach, Assistant Director Building Maintenance
- Rob Miller, Strategic Director Customer & Workplace
- Ron Springer, Assistant Director Customer Operations

Invited External Attendees

- Steve Webster & Zahra Shoorvazi, Resident Liaison Group Co-Chairs

Action

Members are asked to consider the written submission and ask questions of those in attendance.