

## Report of the Portfolio Holder for Housing

**Repairs Policy Refresh**1. Purpose of Report

To seek approval on the refreshed Repairs Policy in accordance with the Council's Corporate Priority of Housing – a good quality home for everyone.

2. Recommendation

**To RESOLVE that the updated Repairs Policy be approved.**

3. Detail

The upcoming launch of the new Asset Management and Repair Scheduling Solution ('Total Mobile') will give colleagues within Housing Repairs a more robust system that will:

- Auto-schedule visits to the most suitable operatives based on resource / skill matching.
- Provide a web portal for all sub-contractors, removing the need to email and update through manual intervention.
- Provide a web portal for tenants, giving tenants the opportunity to raise, reschedule and track repair appointments, instead of having to call the contact centre.

It is prudent to refresh the Repairs Policy in preparation for the implementation of the new system, to ensure clarity of roles and responsibilities, definitions and the relationship between Housing Repairs and Asset Management. Please note this is a full policy rewrite and therefore a changed table has not been produced.

**Appendix 1** details the refreshed policy. **Appendix 2** details the Equality Impact Assessment.

4. Key Decision

This report is a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. It is significant in terms of its effects on communities living or working in an area comprising two or more Wards or electoral divisions in the Council's area.

5. Updates from Scrutiny

Policy Overview Working Group scrutinised the policy on the 4<sup>th</sup> of September 2025. Feedback included:

- Clarity on the quality assurance process
- Clarity on the emergency response times / Out of Hours process
- Ensuring tenant responsibilities are listed correctly

The Housing Influence Panel has also scrutinised the policy. Feedback included:

- Clarity on responsibility when repairs fall out of target
- Clarity on which repairs the council will undertake aligned to the Right to Buy process

All necessary amendments from the feedback have been made.

#### 6. Financial Implications

The comments from the Assistant Director Finance Services were as follows:

The cost of housing repairs is met directly by the Housing Revenue Account (HRA), so any operational efficiencies realised by the new systems and processes should have a positive impact on HRA budgets.

There are no additional financial implications for the Council at this stage with the cost of activity being contained within existing budgets. Any significant budget implications in the future, over and above virement limits, would require approval by Cabinet.

#### 7. Legal Implications

The comments from the Head of Legal Services were as follows:

Whilst there are no direct legal implications arising from this report, the relevant legislation is detailed in Section 4 of the Policy.

#### 8. Human Resources Implications

None arising from this report

#### 9. Union Comments

The Union comments were as follows:

None arising from this report.

#### 10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

As this is a change to policy / a new policy an equality impact assessment is included in the appendix to this report.

13. Background Papers

Not applicable.