

## **Options programme for housing repairs, planned maintenance and capital works**

Business & Value for Money Service Improvement Group (appendix 13)

Tuesday 14<sup>th</sup> August 2018

### **What should we stop doing?**

1. Nothing noted

### **What would it be great to start doing?**

1. More experienced surveyors on council side
2. Ability for residents to contact surveyors more easily
3. Survey older properties - across the city
4. Technically diagnose more complex and repairs with a pre-inspection
5. Cleaning gutters
6. Make and adapt properties so that they are suitable for "today's life"

### **What is good about what we do?**

1. Sometimes good to get through to repairs desk for smaller repairs but not so good for more complex repairs

### **What shall we do more of?**

1. Maintenance - keep it sturdy, keep it strong
2. Look after the older stock - invest in maintenance
3. Proactive measures for tackling damp - enable residents to access extract ventilation
4. Look at chimney breasts, frees up space for better use

