

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	Central
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Justine Harris
Department / team	Head of Tenancy Services

Title of question: Estate Inspections

Issue raised by residents:

Central residents would like to see the immediate reinstatement of Estate Inspections.

Background:

Estate Inspections used to happen on a regular basis. Resident Association representatives and officers would meet to walk round the area and highlight any outstanding issues. This was a constructive way for Residents Associations and officers to work together and facilitated better upkeep of properties and communal areas.

Requests to bring back Estate Inspections have been made on many occasions. The most recent response at the Area Panel was at the December 2021 meeting, which said that:

"We are planning to have two Field Officers carrying out estate inspections in each of the four Housing areas.....we are currently planning how we start up estate inspections and what staffing resource will be needed."

An update on this was promised at the next Area Panel (February 2022) but did not happen.

Action requested by residents:

A report on how and when Estate Inspection services will take place to be given at the next Area Panels (May 2022).

Officer Response:

The Estate Walkabout three-month pilot will start in May. Initially, they will be for two hours, once a week and facilitated by the area Housing Managers who have identified the routes.

During the pilot, the date, time and meeting place will be shared with ward Councillors and tenant reps. Following the pilot, the schedule will be published more widely and for the year.

We want the walkabouts to be engaging, action focused, collaborative with attention on improving the environment. Whilst the walkabouts will not be repair focussed, Health and Safety repair issues will be reported. A Surveyor and Estates manager or team leader will be in attendance to act on identified improvements.

Officer contact details:

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Specific Action:

To notify the tenant reps and ward Cllrs when the walkabouts will be taking place. To feed back to Area Panel in August 2022, the recommendations for Estate Walkabout going forwards, with a summary of environmental improvements made following each walkabout.

Timeline:

Start date: *May 2022*

End date: *Ongoing.*