

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Ryan Mulliner
Department / team	Project Manager, Planned Works
Title of question: Window replacement	

Issue raised by residents:

The following was raised at the December Area Panel, but as the written response was combined with different queries from other areas, it was not answered adequately:

Windows that are faulty and beyond repair are not being replaced. Residents are being told that they have to wait until this work is scheduled for their block under the planned maintenance programme. At the same time, many windows are being replaced under the planned maintenance programme that are perfectly good and do not need replacing.

Background:

The following detail was provided in the minutes of the Residents Meeting 16/12/21:

Associations are receiving a lot of complaints from residents who have windows which do not keep the heat in, are draughty and let in rain. There is widespread concern about this because:

- *It adversely affects the health of residents who are living for long periods of time with faulty windows*
- *People are paying higher heating bills because so much of the heat is escaping through the faulty windows*
- *Water coming in through windows can lead to further damage to the fabric of the building and more costly repairs in the long term*
- *This is hampering the council's plans to reduce carbon emissions as discussed at Housing Committee on 17th November 2021*
- *This is counter to the promises about the Decent Homes Initiatives made in BHCC 'Our plan 2020 to 2023'*

In addition, the government list of emergency repairs which should be attended to within 24 hours includes 'Insecure external window, door or lock'.

Action requested by residents:

It was agreed to raise this at all Area Panels.

Residents are requesting a review of the way windows are assessed for repair or replacement which specifically addresses the following issues:

- Ensuring that insecure doors or windows are attended to within 24 hours
- Ensuring that windows which are beyond repair are treated the same as all other routine repairs and replaced within 20 days
- Assessing windows prior to replacement under the planned maintenance programme to ensure the work is necessary
- Taking into account the impact on resident's health and fuel bills when there are potential delays to window repairs or replacements

Residents would like a report from this review to be brought back to Area Panels for discussion.

Officer Response:

Thank you for your questions, please see below responses in bold.

Action requested by residents:

It was agreed to raise this at all Area Panels.

Residents are requesting a review of the way windows are assessed for repair or replacement which specifically addresses the following issues:

- Ensuring that insecure doors or windows are attended to within 24 hours
- **In the event of a resident experiencing an insecure window/door, this would be raised as an emergency through our responsive repairs service who would attend within 24 hours to assess the situation and ensure this is left secure. Depending on the assessment, further works would be raised or if beyond repair a referral for replacement will be carried out to the relevant team.**
- Ensuring that windows which are beyond repair are treated the same as all other routine repairs and replaced within 20 days
- **Due to multiple variations, windows which are beyond repair and in need of replacement cannot always be replaced within 20 days. Depending on the location and value of works, consultation may be required which will take longer than 20 days as BHCC need to allow leaseholders appropriate time to respond. Also, we would need to allow for the manufacture time of the window itself, due to the demand in the industry at the moment this is not always achievable.**
- Assessing windows prior to replacement under the planned maintenance programme to ensure the work is necessary

- **All windows which are replaced under the planned maintenance programmes are replacement, this is supported by surveys by independent companies, as well as a detailed history of repair logs and general knowledge of the buildings/areas.**
- Taking into account the impact on resident's health and fuel bills when there are potential delays to window repairs or replacements

Residents would like a report from this review to be brought back to Area Panels for discussion.

BHCC can ensure that when there are delays in the planned works window replacement programme, this is highlighted at area panels. Currently, the programmes are set out into priority 1 (first six months of the financial year and priority 2 (last six months of the financial year). All residents will receive communications regarding this. In the event of any delays to the programme, all residents will be notified of this with reasons for the delays.

Officer contact details:

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Specific Action:

No Specific Action.

Timeline:

Start date:

End date:

