

Scrutiny (Community and Regeneration) Committee

Wednesday 16 November 2016 at 6.00pm

Key Questions for East Kent Housing

East Kent Housing

- Q1. Please can you provide an update on the Estate Improvement Budget?
- Q2. Can you update the committee on the implementation of the EK Housing IT system?

Repairs and Maintenance

- Q3. After hours maintenance response is an issue. Are after hours calls now being handled locally and does the person handling the calls have a good command of the English language?
- Q4. Does East Kent Housing inspect every property before it is let? Does it then have an annual inspection of each property every 12 months?
- Q5. When major repairs are carried out does someone from East Kent Housing inspect the work?

Rent and Benefit Changes

- Q6. What are the implications of Universal Credit for tenants?
- Q7. What are the implications of possible increases in rent as a result of the Housing and Planning Act 2016?
- Q8. What impact has the 'Bedroom Tax' had on rent arrears?
- Q9. How many cases are there where tenants are under occupying their homes and therefore need/want to move because of financial difficulties?
- Q10. What will be the impact with cap on benefits being reduced to £20,000 being introduced 7 November 2016?

Neighbour Complaints

- Q11. Neighbour complaints occur for a variety of reasons. However some go on for a long period of time without resolution. Is there a framework in place to enable resolution and if resolution is not possible what steps do East Kent Housing take to resolve the issue?