

Property Services Enhanced repairs

Presented by

Scot Reid

Head of Property Customer Services & Engagement

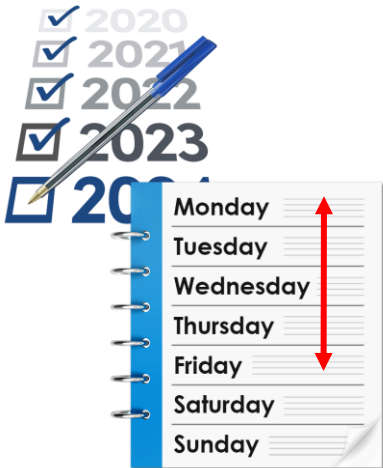


What are we responsible for?



Camden Housing

- Housing stock over 33,000 homes
- Over 22,500 tenanted
- Over 9,500 leasehold
- Over 6000 tenants currently listed as needing extra support



Housing Repairs

- 135,000 repair and servicing jobs raised every year
- That's 500 jobs every working day

Enhanced Repairs



- Currently, to be considered for enhanced repairs status, you need to be:

- **65 or over, live in sheltered housing, or you or someone in your household is getting a care package**



- Even if you fit this criteria, we will not complete any repair requests that are the tenant's responsibility
 - The Wishplus handy person service may be able to assist here for a small fee.



- We will always try to prioritise your repair request. If earlier appointments are available we'll bring your appointment forward.
- We understand every situation is different and will always try to support residents who need our help the most.

Enhanced Repairs



- What priority repairs timescales should be in place for those on the enhanced list?



- If repair timescales were improved, then do we need enhanced repairs?



- How do we reach out to those who should be on the list that we don't know about?

Enhanced Repairs Review

We are reviewing our **enhanced repairs policy**, what are the things we should look at?



- Who should be on this list



- Should households that include people who don't meet the criteria be on the list



- What benefits should enhanced mean to those on the list. Demand is high and often we cannot bring appointments forward, so we need to look at the benefit of the service.

Public Consultation

Next year we will be holding a public consultation on the **enhanced repairs policy**.



- we want to know what you think about the enhanced repairs service



- the consultation will last about 12 weeks.



- we want to make sure people living on our estates know about the consultation and how they can take part in it. we will also reach out to community groups



- we need your help to let as many people as possible know about the consultation



thank you
any questions?