

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	Geof Gage
Department / team	Head of Housing Investment and Asset Management

Title of question: Replacement door and windows contract

Issue raised by residents:

Window and door repairs are taking too long because Anglian are not supplying spare parts.

Background:

A tenant recently had to wait 6 months for the brackets on their door to be replaced.

The door was originally fitted under the Anglian contract and only had a 1 year warranty. There are now problems with Anglian supplying spare parts for their doors and windows.

Action requested by residents:

It was agreed to raise this at all Area Panels. The following information is requested:

- What is being done to address the problem with Anglian not supplying spare parts for doors and windows they fitted when they had the contract?
- Why was the contract agreed with only a 1 year warranty on the doors and windows, when the industry standard is a warranty of 10 years?
- What is the warranty on the current contract for replacement doors and windows?

Officer Response:

Thank you for your question.

We would need the specific details of the property to be able to investigate the delay in the part that is referred to and for us to respond in further detail.

The warranty with Anglian was through our partners Mears and not direct with BHCC, nevertheless, we do have this warranty period with Mears and we are able to follow up on this when appropriate. However, we do of course wish to reduce delays in essential repairs and inconvenience this would cause residents, therefore we would take a view as to how long it would take to engage the warranty or to undertake the repair direct.

The warranty period was 1 year on hardware (handles etc), 5 years on the sealed glass unit and 10 years on the frame, which was the agreed warranty period at the time and was within industry standards.

The warranty with our current contractor is 2 years on furniture and gearing; 5 years on glazing and 10 years on the frames which is the industry standards.

Officer contact details:

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Specific Action:

No further follow up required

Timeline:

Start date: 11.04.2022

End date: 20.04.2022