

Resident Questions for Housing Area Panel

Reference Number: W2.6

Department	Housing
Date question raised	20.10.2022
Week of Area Panel	12.12.2022
Area in city	West
Star rating applied by residents	2
Deadline for officer response	Friday 18 th November 2022
Name of officer responding	Robert Keelan
Officer job title	Housing Manager

Resident Question

Title of Question	Vaping
Issue:	A resident at Clarke Court is having on-going problems with the effects of vaping from the flat below. It has been very difficult to get this issue taken seriously or recognised as anti-social behaviour.
Background:	
Action requested by residents:	Ask for information on measures that can be taken around vaping and for this to be accepted as anti-social behaviour.

Officer Response

Officer contact details:	Robert Keelan. Housing Manager West team.
Officer Response:	<p>Vaping is legal and not deemed an environmental nuisance. It is not prohibited in our properties. Residents are also allowed to smoke in our properties, and this includes vaping. Indeed, vape is promoted by the NHS in its smoking cessation program.</p> <p>The housing team receives complaints periodically regarding smells travelling between properties. This can be cooking smells, cannabis smells or in this instance the smell of vape.</p> <p>The West housing team are aware of this complaint and have given the affected resident options. A member of the estates team has visited to look at where smells might be permeating.</p>

	We have to be realistic as to what we can do in this case and can only enforce the restrictions set out in the tenancy agreement.
Action:	The complainant is connected to a Housing Officer in the West Housing Team
Start date:	03.11.22
End date:	03.11.22