



Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
	regarding inflationary pressures and any further steps being taken		<p>%20Revenue%20Account%20Budget%20Capital%20Investment%20Programme%20202425%20and%20Medium-Term%20Financial%20Str.pdf</p> <p>Paragraph 3.15 (Table 2) of the main report provides a breakdown by property size and rental type, outlining the percentage increase. In addition to this paragraph 3.16 (Table 3) provides a breakdown of the average weekly rent and Ratio of the number of bedrooms per rent type.</p>		
<b>WA5</b>	Provide update to ward councillors regarding new regulatory environment from April 24 and inspections of local authority landlords and housing association landlords' properties	<b>Martin Reid</b>	<p>We are working through the requirements of the Building Safety Act inspections and regulations for our high rise and high risk properties and we are in the process of putting in place our Building Safety Case files for when / if the regulator requests these which will be after April. We have appointed consultants to assist us with the requirements and to give guidance on the format that may be required. This is new to all authorities, and we are keeping in contact with other organisations such as ours so we may learn and gain assistance from peer reviews. At this time, we do not know the extent of the requirement and there are still changes being implemented. We will be pleased to keep ward councilors updated as necessary in any particular property.</p>		

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<b>WA6</b>	Provide update and further info to Cllr Bagtho (specifically) and the panel on customer service statistics – specifically out of hours repairs and maintenance. Provide previous months data (11/23)	<b>Grant Ritchie</b>	Out of Hours Call Statistics for Oct 2023 Calls made 384 Calls Answered 373 Calls abandoned (short) 1 Calls abandoned (long) 11 Average time to answer 34 sec Average delay to abandon 1min 32sec Total Handling Time 18 mins 32 sec Average call length 2 min 59 sec Abandon percentage 2.9% Percentage of answered calls 97.1%	Completed	23/02/24
<b>WA7</b>	Distribute information on recycling methods to residents in west area to improve the percentage of recycling taking place and ensure a cleaner environment (more moves to deter people leaving bulk waste)	<b>Justine Harris</b>	We will include something in Homing In so this goes to all residents, we hope this can be included in the Spring edition.	Completed	23.02.24
<b>WA8</b>	Restart estate walks in West Area – proposed by Cllr Hewitt after meeting with Knowle Estate Action Group	<b>Martin Reid</b>	Tenancy services continue to work towards providing a schedule for estate inspections for all our estates. Our pending service redesign includes work to ensure we build capacity within the front-line teams to be more present on our estates, this includes a schedule of planned inspections.  Until this is resolved we will attend estate walks and block inspections on an adhoc	Completed	27.02.24

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			<p>basis to look at specific issues being raised by ward councillors and residents.</p> <p>Our community engagement team will contact Cllr Hewitt to discuss how we can take this forward on the Knowle Estate.</p>		
<b>WA9</b>	Further address the needs of those unable to join the HAP virtually or access services digitally	<b>Martin Reid</b>	<p>If tenants are unable to access the Housing Area Panel meetings online, we would encourage them to attend the meeting in person, which are held in each of the four Housing Areas for ease of access. Digital services can be accessed at our local libraries and if you are new to technology our library staff are more than happy to help you access these services. HAP meetings are recorded and are available on our website, which can also be accessed at the local libraries.</p>	Completed	27.02.24