

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?
			<p>relaxed approach to selecting a resident co-chair would be preferable.</p> <p>This is an open and ongoing task and conversation</p> <p>If any TRAs need to work on their AGMs urgently please contact Sam Nolan so we can review and prioritise the work of the local community engagement officer.</p>		
CA2	Provide a greater statistical breakdown in the Housing Performance Report. Context: Raised during Q3 HPR by resident co-chair – statistics only included those for calls received by estates team, not emails etc – ‘doesn’t give the full picture of service being provided’	Martin Reid/ Tom Matthews	The Housing Performance Reports include indicators for calls answered by both Housing Customer Services and the Repairs Helpdesk. Two additional channels which are monitored by these services and can be reported on are emails received by the former and online forms received by the latter. Housing Customer Services received 4,102 emails during Q3 and 23,600 during the 2023/24 financial year. The Repairs Helpdesk received 5,277 emails and 644 online forms during Q3 and 19,987 and 2,433 of each respectively during 2023/24. These figures will be included in future quarterly performance reports.	Complete	10/05/24
CA3	Including resident inspections in approach to repairs and maintenance	Grant Ritchie	Resident inspections are undertaken to a proportion of void works. We do not have a process for resident inspections for routine repairs. As most repairs are undertaken within people's homes it is difficult to see how these could be made available for resident inspection.	Complete	10/05/24

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CA4	Including leaseholders in the approach taken to repairs regarding residents (social tenants)	Grant Ritchie	Leaseholders are consulted regarding repairs that they have a responsibility to contribute to under their lease. Leaseholders are also included in notifications of works being undertaken that may impact them (drain downs etc.)	Complete	10/05/24
CA5	Relating to RQ C3.2 - Increased communication and co-operation with highways regarding drainage and gutter clearance	Grant Ritchie	We do liaise with colleagues who manage highway clearances when blockages are reported to us that are part of the highway. There is understandable confusion when tenants report overspilling of road gullies particularly when they are on Housing Land. Moving forward we will accept complaints about Highway drainage and work with colleagues on resolution.	Complete	10/05/24
CA6	Relating to RQ C2.1 - Provide dates for tender for community project to Craven Vale TRA and also provide information on when the specification for works went out	Geof Gage	We are still to receive the specifications and final details from the architects appointed. They have been chased by ourselves and community engagement officers. We are unable to give dates until we have received the full tender pack with drawings and details that we have requested.	Ongoing	
CA07 (12.09.23)	Review of laundry room arrangements (city wide) – Context: Raised in response to concerns from Norman Williams regarding laundry room reviews and changes to laundry room doors – ‘Area Panels and residents will be contacted during March and April and their feedback and views sought	Craig Cotton	The Laundry review is now underway, and Jane White and Craig Cotton will be attending the upcoming Panel Meetings in June, including Central Area, to discuss this as part of the agenda. A resident survey will then take place. In order to fit with Area Panel timescales, the closing date for resident surveys will now be 31/7/24. A decision regarding the laundries will be made after this date.	Ongoing	
CA08	Follow up with Chris Vine regarding camera on their estate (Essex Place	Justine Harris	The camera is owned by BHCC Housing. The recording equipment is kept in a locked cabinet in a	Complete	10/05/24

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(12.09.23)	– Warwick Mount) that has had its cable cut. From 26.03 - 'This has now been repaired and the new metal trunking has been installed'. Follow up who owns camera + where do recordings go (GDPR)		locked room. Footage is only looked at when requested by third parties such as the police via our corporate data protection team by official DPA (Data Protection Act) request only.		
CAO9 (12.09.23)	Follow up with Norman Williams and provide update on the status of individual cases that were raised at the previous panel (December). Norman Williams was not present at the 26.03 panel and therefore it can not be ascertained if this has been actioned yet.	Craig Cotton	The Laundry review is now underway, and Jane White and Craig Cotton will be attending the upcoming Panel Meetings in June, including Central Area, to discuss this as part of the agenda. A resident survey will then take place. In order to fit with Area Panel timescales, the closing date for resident surveys will now be the 31/7/24. A decision regarding the laundries will be made after this date.	Complete	13/05/24