Cambridge City Council

Housing Advisory Board Paper

New Build - Working Group Scope

Responsible Officer	Alejandra Amor / Emily Downey Author: Alejandra Amor
Contact Details	Email: alejandra.amor@cambridge.gov.uk
Purpose of Paper	The purpose of the working group is to explore alongside officers and Tenant Representatives, how can we ensure that follow-up to repairs issues in new build council homes, once the 12-month snagging period has ended, is effective and understandable for tenants, and that lessons are learnt for future design and development projects
Brief Summary	The members of our working group are, with Councilor Rachel Wade joining us as a new member: • Diana Minns • Renata Wais • Mandy Powell-Hardy • Cllr Rachel Wade • Cllr Anthony Martinelli The working group has convened three times, together with officers from the Housing/Asset teams, Development Team. Looking at the council homes developed by Hill, including under the CIP. Where the aim from the data and discussions collected is to propose a set of practical, resident-focused recommendations for Cabinet. **Key Progress:** • **Data (Hill new-build developments):** Development Officers presented the data Hill holds on its new-build developments. Key points: a. Hill record snags in the same system, so the data includes both and should be read with caution. The group also discussed why there are gaps in the data b. Across all schemes, the most commons defect titles were door faults, plumbing and electrical faults. c. Development Officer has a defect management and report, which members found useful.

	Plan for fieldwork and resident engagement: The group discussed an approach built around 2-3 Hill developments, chosen using a RAG rating: a. Developments discussed: The Meadows and Clay Farm (not CIP) and Aylesborough Close (new build). b. Combine an estate walkabout with the people who live there, using the community centre at The Meadows as a base c. Invite expressions of interest by letter, with flexibility to meet residents in person, alongside online engagement d. The development team holds a post-occupation evaluation meetings: Ross to circulate the report **The Outcome:** The group wants to flag a particular trend if problems arising after the 12-month period, which is the point at which the Repairs and Maintenance team takes over. The resident engagement above will help explore this. **New Ideas:** The group will review how wasy it is for tenants to understand the information they receive then whty sign up: a. Review the sign-up packs from the lettings team to see how clear the instructions are b. Ross to share the latest resident pack: a brief A4 guide to the key information and how to operate each feature, which has been rationalised.
Is the paper going to Cabinet or either Scrutiny Committee's?	No
Appendices	NA