

COUNCIL – 21ST APRIL 2022 – STANDING ORDER 30 QUESTION**Question submitted by Councillor O’Driscoll
and read out, in his absence, by Councillor Groves**

Last month, I took the Executive Head of Communities to visit a resident in Newlands Court, which is a council-maintained block in Westway, where the resident and I raised several issues about the condition of the housing.

Since this meeting last month, it's been brought to my attention by residents that a number of properties across Tandridge maintained by housing associations are in poor condition. Anti-social behaviour, fly tipping, lack of heating and mould have been reported to me in housing association properties in Westway, Whyteleafe and Bletchingley.

Will this Council take steps to ensure housing associations maintain the properties they control to the high standard residents expect and deserve?

Response for Councillor Pursehouse

The Council have a range of enforcement tools to deal with complaints from tenants living in Housing Association properties, in the same way we do with those renting in the private sector, and to some extent, occupiers across all other tenures. As in all instances where a complaint has been received, it is a pre-requisite for tenants to be able to present written evidence to the Private Sector Housing Officer of the Shared Environmental Health Service, prior to an investigation being raised.

However, in-line with Government guidance, Housing Association tenants must have gone through their respective provider’s complaint procedure before approaching the Council for assistance, first providing written evidence they have done so. The Private Sector Housing Officer will then investigate the case and deal with it accordingly, utilising appropriate enforcement powers where necessary.

It is estimated that of all the complaints received by the Shared Environmental Health Service relating to disrepair in residential properties, approximately 15% are from tenants living in a Housing Association property; with less than half of those having gone through their Housing Association complaints process without satisfactory resolution.