

Property Services Standing Sub Committee
21 September 2006

Irvine, 21 September 2006 - At a Meeting of the Property Services Standing Sub Committee of North Ayrshire Council at 2.00 p.m.

Present

John Bell, Margaret McDougall, Samuel Taylor, Nan Wallace and Richard Wilkinson.

In Attendance

T. Orr, Corporate Director; O. Clayton, Head of Housing; C. Nelson, Head of Catering and Cleaning; J. Currie, Head of Cleansing, Grounds Maintenance and Transport; R. Small, Head of Roads; K. Sillars, Commercial Support Manager and J. Andrews, Principal Officer, Technical Services; M. McKeown and A. Little, Corporate and Democratic Support Officers (Chief Executive's).

Chair

Councillor Bell in the Chair.

Apologies for Absence

Stewart Dewar, Jane Gorman, Elizabeth McLardy and David O'Neill.

1. Service Performance Reports for 12 months ended 31 March 2006

Submitted report by the Corporate Director (Property Services) on the performance of each of the main services areas within Property Services in the 12 months to 31 March 2006.

The appendices to the report set out Service Performance Reports for Building Services, Catering Services, Cleaning Services, Cleansing, Grounds Maintenance, Cemeteries and Transport Services, Housing Services, Roads Services and Technical Services. The reports set out the performance highs and lows and the immediate priorities for each of these Service areas.

The Sub Committee discussed each of the Performance Reports in turn and asked questions of the officers present.

The Sub Committee agreed to note the performance of each of the Service areas in the 12 months to 31 March 2006.

2. Housing Service Standards

Submitted report by the Corporate Director (Property Services) on the performance of Housing Services against the Housing Service Standards in the period 1 April 2005 to 31 March 2006.

Housing Services monitor the level of service being provided to customers via Service Standards which include:-

- Customer Care
- Complaints
- Equal Opportunities
- Rehousing Services
- Managing Empty Properties
- Collecting rent
- Managing the estate
- Concierge services
- Services for elderly people
- Repairs
- Major repair and improvement work
- Homelessness

Performance against these Standards is measured through customer satisfaction surveys, mystery shopping and exit interviews. The appendix to the report summarised performance against the Service Standards. Overall services have been delivered to the Service Standards specified. Relevant steps have been taken to address any shortfalls in performance.

Noted.

3. Rent Arrears

Submitted report by the Corporate Director (Property Services) on eviction actions against Council tenants for rent arrears.

The Council's policy in respect of rent arrears is to recover all monies due from tenants in a fair and reasonable way. Prevention policies and procedures have been introduced to assist and encourage tenants to avoid eviction by addressing their arrears position. Eviction will only be considered as a last resort and after reasonable repeated attempts have been made to resolve the situation.

During 2005/06 184 tenants were approved for eviction but only 33 tenants were evicted. Social Services are notified and consulted in relation to cases where tenants are considered to be vulnerable. All tenants evicted are provided with information about their future housing options and their rights as homeless persons under the Housing (Scotland) Act 2001.

Noted.

The meeting ended at 3.50 p.m.