



Tenants' Forum

19 March 2026
The Guildhall C1
10am – 12.00noon

	DISCUSSION	Action by
42.	<u>Welcome and Introductions</u>	
42.1	<p>The Chair opened the meeting and followed the usual format of housekeeping rules and fire evacuation procedures. She also informed the members that the code of conduct was in place and reminded people not to talk over others that were talking during the meeting and to put hands up if a question needed to be asked. The Chair informed the members that passes to go through the barriers are at the back table if anybody wishes to use the facilities.</p> <p>The Chair advised changes to the proposed agenda, that the questions and answer section would be first on the agenda to allow all members the opportunity to speak.</p>	
43.	<u>Q & A</u>	
43.1	DG – Chief Operating Officer KWL, RG - Chief Executive Officer/Chartered Manager (KWL), CL – Maintenance and Improvements Manager and BS – Head of Service – Contracting and Investment attended the meeting to respond to questions received from members of the Forum.	
43.2	25 questions had been submitted prior to the meeting; these questions had been grouped into themes and were displayed on the screen for Officer's present to respond to.	
43.3	<p><u>Voids</u></p> <p>2. What is the percentage of null, and voids completed on time? 3. Why does it take so long to turn vacant property around? 15. What is your plan for voids/long term voids? 16. Why are voids taking so long to complete (e.g. over 1000 days)? 17. Why can't KWL meet the target dates for voids</p> <p>Officers replied that at present the percentage was 6.3%, which was unacceptable. Meetings are now taking place with the</p>	



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	<p>Chief Executive; an improvement plan has been developed and will be fully implemented by June 2026.</p> <p>Officers replied that in some cases properties, 50%, may have had a substantial issue, like subsidence and poor internal conditions meaning that it would take longer to repair than usual.</p> <p>The Chair stated that it was unacceptable to have voids empty for 1632 days, equating to 3-5 years in some cases. This was costing the Council £7 million in lost rent and £2.93 million in having to place people into temporary accommodation.</p> <p>Officers responded that the Council were actively buying properties to alleviate short supply.</p>	
43.4	<p>LG said that it was all very well buying new properties for Council stock, but would it not be more beneficial to bring down the backlog of existing long-term voids.</p>	
43.6	<p>CP stated that the level of long-term voids was unacceptable.</p>	
43.7	<p>DC stated that some of these long-term voids were beyond Council Officer control, and that constant monitoring was the best option to keep a check on the situation.</p>	
43.8	<p>The Chair stated that if the improvement plan was successful and regular monitoring occurred, it should bring down the issues with voids.</p>	
43.9	<p>BP asked that during gas servicing at her property, the operative had stated that through the 10 jobs a day, only 1 person was in. Would it possible to set a minimum charge for failed appointments.</p> <p>Officers replied that this issue had been looked at in the past as a possible solution to the issue, however, there would be implications for trying to recoup these charges and how would it be enforced.</p>	
43.10	<p><u>Repairs</u></p>	



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	<p>1. Speed of Repairs and any delays in Repairs and Investments in future repairs although your policy in employing local staff is welcomed.</p> <p>13. How far along are you with repairs</p> <p>Officers replied that the latest reports showed 90.6% equating to 18.6-day turnaround. Also, timeframes for dealing with multiple issues at properties, the service area was looking at operatives attending one appointment to sort out multiple issues instead of appointments schedules for weeks in advance for separate ones.</p>	
43.11	<p>4. Hope they will start getting things done. Plus wearing blue shoes and show badge. And take their rubbish away when finished the job.</p>	
43.12	<p>12. Are workmen obliged to clear/clean up after finishing the repair?</p>	
43.13	<p>18. We had a note put through my door saying a new smoke alarm to be installed but there was no appointment made. And some KWL workers do not show their name tags. And they also need to wear foot protectors to keep resident's carpets clean and protect.</p> <p>Officers replied that all operatives should be wearing blue shoe coverings, and that rubbish left through a job being carried out would be removed. All operatives had seen the "This is my Home" video and that a new code of conduct would be in place.</p>	
43.14	<p>CS stated that operatives of KWL needed to be thanked as they were wearing blue shoe coverings when entering properties, however the operatives were still leaving building waste around areas and not clearing them also they were very prompt in removing building waste when finishing a job.</p>	
43.15	<p>5. Making appointments, workmen not turning up. Have to book again. Having workmen to come back three times to do the job.</p> <p>Officers replied that some in some cases appointments were being cancelled due to unforeseen circumstances, and multiple visits for repairs to be finalised should not happen</p>	



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	<p>6. Do KWL give feedback forms for tenants to fill in about how the work was done and how the workers where up to standard in attitude to work been carried out.</p> <p>Officers said that the HCC repairs receipts are sent after the repairs have been carried out, this would bring to the attention of Officers issues with the standard of works.</p>	
43.16	<p>7. When tickets are put online, they are "closed" but no feedback to tenant.</p> <p>Officers said that this issue would be investigated.</p>	
43.17	<p>8. We had a repair done on 09/02/2026 but received in the post a repair/feedback form on 16/02/2026. We had completed the feedback online already.</p> <p>Officers stated that this would have been an overlap in the system, and apologies were given. The Service promotes digital feedback but still sends postal surveys in case people do not have digital access.</p>	
43.18	<p>9. There are not enough options when reporting repair requests, and you cannot report more than one on each ticket.</p> <p>Officers stated that the computer system had no functionality to report more than one issue at a time. This was due to different repairs may have different priorities and timescales.</p>	
43.19	<p>11. Are there any inspections of work done especially re. a complaint of shoddy workmanship.</p> <p>Officers replied that through the repairs receipts and raising issues of workmanship through 300300 or online, this would highlight that inspections needed to be made.</p>	
43.20	<p>KS also stated that in her experience of repairs, it would have been better if the repair had been resolved first time, not after the third attempt, when the job had not been done properly.</p>	
43.21	<p>19. It's about KWL, not the workmen. It's the office staff. It took 3 months to fit a storage heater and 3 different workmen say I need a new one. He booked it for 23rd Dec. Workman come,</p>	



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	<p>took old one out, new one had not been ordered. Repair sheet was booked for Feb. In the end I got done in Jan 2026.</p> <p>Officers replied that this information was helpful for the future.</p>	
43.22	<p>21. When I asked for my appointment on 12th March to be rearranged to April, I was told I could only have the date moved a maximum of 2 weeks. I settled for 23rd March. Why could I not have an appointment in April. The simple thing would have been to cancel 12th March, then contact in April.</p> <p>Officers said that they would investigate.</p>	
43.23	<p>22. When I rang 300300 approx. 6 hours later to enquire about having a female present, I was told the system had no record of my appointment being rearranged. I rang KWL on 614036 and spoke again to "Bobbie" who told me "It hadn't been put on the system yet". I explained how stressed out I was worrying over this and asked him to either phone me or text me when it was entered on the system. He agreed to. He didn't. Why not?</p> <p>Officers thanked the member for the information, and for the future it would be addressed.</p>	
43.24	<p>25. HCC What is the procedure for dealing with reports of mould?</p> <p>I thought it was sending a surveyor to locate the cause, carry out necessary work to eliminate cause, then a workman to treat/kill mould and then a painter to cover dead mould. On Saturday 28th Feb I rang 300300. I reported mould on outside bedroom wall. On Friday 6th March a workman came and treat it. No order for a surveyor or painter had been raised. Workman thinks mould coming from outside as my flat is above. Hallway canopy and he thought damp is coming from behind lead flashing, and further along the back wall. He said he would try and get someone to look at it but couldn't guarantee it. He said if KWL had raised work order, painter would have been automatically sent, but it had been raised by "the council". The request had been just sent to him. No request for a surveyor to locate cause of mould or for a painter.</p>	



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43.25	<p>Officers replied that once a damp and mould case was received the call handler would ascertain priority and assess what was the right action to take within the guidelines.</p> <p><u>People</u></p>	
	<p>10. Are all tradesmen qualified in their respective trades?</p> <p>Officers replied that all operatives were trained to the required standard of their post.</p>	
43.26	<p>20. When a vulnerable person asks for a female to be present when an electrician is coming to do a 3-hour safety check, why do KWL not have a standard procedure to arrange this, and expect a vulnerable tenant to sort it out. Instead, I was told I would need to contact "the council". No dept, no contact details provided. Approx 9.30am on Monday 2nd March.</p> <p>Officers responded that if a female officer was asked for, then arrangements should be made for either a female operative or a female officer to be present.</p>	
43.27	<p>23. I was told KWL does not employ any female electricians. What steps are KWL doing as an equal opportunities employer to recruit female trade persons.</p>	
43.28	<p>24. What steps are KWL taking to recruit female apprentices?</p> <p>On both these questions, Officers stated that 53 apprentices with 13 being female, and there were also female operatives at KWL with over 10 years' experience.</p>	
43.29	<p><u>Operational</u></p> <p>14. Do the operatives work on both HRA and private building work, or do you have separate teams?</p> <p>Officers replied that the only private work KWL carry out was gas maintenance and this is very limited</p>	
43.30	<p>DM asked about the length of time KWL vans are allowed to be outside operatives properties, when operatives are on annual</p>	



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<p>43.31</p>	<p>leave for example, didn't the company need them back at the depot?</p> <p>Officers responded by stating that each operative's van was kitted out for them especially, so when holidays occurred for instance, their works van could be outside their home. However, during this time, they do look for renewing MOTs, servicing etc.</p> <p>Officers were thanked for their time in answering the received written questions.</p>	
<p>44.</p> <p>44.1</p>	<p><u>Head of Service – Contracting and Investment</u></p> <p>Due to time constraints this item was deferred</p>	
<p>45.</p> <p>45.1</p>	<p><u>Chief Executive Officer – KWL</u></p> <p>Due to time constraints this item was deferred</p>	
<p>46.</p>	<p>The meeting closed 12 noon</p>	

<p>Estimated cost of meeting.</p> <p>Postage, paper, photocopying: £89</p> <p>Refreshments: £33.90</p> <p>Expenses: £2.88</p> <p>Taxis: £58.41</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 80</p> <p><u>TOTAL COSTS £184.19</u></p> <p><u>Savings: by free room, emailing and not using headed paper £93</u></p>	<p>Details of Meeting.</p> <p>No of Staff at meeting: 5</p> <p>No of guest speakers: 4</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum: 12</p> <p>Tenant members: 14</p> <p>Resident member: 4</p> <p>None members: 0</p> <p>TOTAL No of Volunteers at Meeting: 18</p> <p>Duration of Meeting: 2 hrs</p> <p>Pre meeting 7 hrs</p> <p>During the meeting: 36 hrs</p> <p>Total volunteer hours: 43 hrs</p>
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