

Care Scrutiny Committee (Cyngor Gwynedd) 21.11.24

Questions to ask the Housing Associations

Implementing the housing allocation policy

- Do you as a housing association always operate in accordance with Cyngor Gwynedd's Common Housing Allocation Policy? If you deviate from the policy how often does this happen and why?
- How do you as a housing association work with other housing associations in Gwynedd?

Waiting List

- What are your reasons for asking for some people to be prohibited from the waiting list?
- Do you avoid offering properties to certain names on the waiting list? If you do this, what is usually the reason?

House swaps

- What are the rules about house swaps? Do tenants have to commit to renting for a certain period of time when signing the agreement before applying for a property swap?
- What is your process for managing tenants who wish to swap a house/property for another?
- Does your housing association have data on the number of house swaps in the last 3 years and the locations of the swaps? (Managed Moves/House Swaps).
- Is it possible to find out how many people with a local connection have swapped a house in order to move back to Gwynedd to live?

Tenant support, under occupation and homelessness

- How do you manage a under occupation? Is property swap as a result of under occupation common?
- How many tenants have swapped properties as a result of under occupation in the past year?
- What kind of support is given to people to prevent homelessness?
- How many community officers do your housing associations have to support tenants on the ground?

Housing quality and maintenance work

- What is the quality of your houses in Gwynedd and what plans are in place to maintain and improve them?
- Is your property maintenance service available consistently throughout the county and does the wait time for repairs vary throughout the county?

- What is the average waiting time for a tenant for repairs to be made to their house?
- What kinds of things usually lead to delays in repairs?
- Do you prioritise repairs in houses where vulnerable people live?
- How do you define work in urgent need of repair?
- Are you confident that your maintenance teams are operating in the most efficient way?
- How many accessible houses do the housing associations have?
- Do housing associations have a system of making adjustments to make housing accessible?

Empty houses and buying houses

- How many empty houses does your housing association currently have?
- What is your usual timetable for bringing an empty house back into use?
- What is your policy regarding housing disposal? Have houses been disposed of?
- Does your housing association have a policy about buying former Council houses in order to rent to tenants? Have you bought former Council houses in the last 3 years and are there plans to buy more?

Communication and complaints

- Housing associations have different forms and rules for tenants/prospective tenants that can be confusing. Would you consider using the same kind of forms and rules?
- How many complaints have you received and how do you deal with them? What is your timeframe to deal with complaints?
- Councillors receive a number of enquiries and requests for support from constituents regarding social housing. Updates have often not been shared with councillors. What plans are in place to improve communication with councillors?
- If a member of the public wishes to complain about a tenant because they have breached the conditions of an agreement what is the complaints procedure?