

Questions to the Housing Associations from the Members of Cyngor Gwynedd's Care Scrutiny Committee

Implementing the housing allocation policy and new developments

1. Can you explain what is your role, as a housing association, in relation to the housing allocation policy?
2. 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?
3. Does your association have any new developments in the pipeline?

House exchanges

4. 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).
5. How many people with a local connection have swapped a house to move back to live in Gwynedd?

Tenant support and under occupation

6. How do you manage under occupation? Are property swaps due to under occupation, common?
7. How many tenants have swapped properties due to under occupation in the past year?
8. How many community officers does your housing association have to support tenants at grassroots level?

Housing quality and maintenance

9. What is the quality of your houses in Gwynedd and what plans are in place to maintain and improve them?
10. What is the process to submit a request for repair work?
11. Is your property maintenance service available consistently throughout the county and does the waiting time for repairs vary throughout the county?
12. What is the average waiting time for a tenant awaiting repairs to be made to their house?

13. What kinds of things usually lead to delays before commencing repairs?
14. Several tenants receive digital vouchers to pay for painting following electrical or repair work, but some have difficulty in using them due to a lack of access to the internet. Is it possible to supply vouchers to these people?
15. How many accessible houses do the housing associations have?
16. Do housing associations receive several requests for alterations to make houses accessible?

Empty houses and buying houses

17. How many empty houses does your housing association currently have?
18. What is your usual timeframe for bringing an empty house back into use?
19. Have houses been disposed of during the last year?
20. Have you bought former Council houses in the last 3 years, and are there plans to buy more?
21. When a tenant moves into residential care or becomes a long-term hospital patient, what process and timescales are used to assess the likelihood of them returning to their social housing tenancy, and how long are properties typically left unoccupied before a decision is made on their future use?

Communication and complaints

22. Councillors receive several complaints from residents that there is an inconsistency in responding to complaints. Can you present data regarding the complaints of residents including the type of complaints, e.g. the house condition, repair work, emergency work received, from which area and a response schedule?
23. Councillors receive concerns about antisocial behaviour in some housing estates. Have you, as a housing association, noticed a recent increase in antisocial behaviour?
24. What are the arrangements for dealing with queries from councillors when a designated contact officer is on leave?