

## **ETF Repairs Group**

The ETF Repairs Group meets on a quarterly basis and discusses a wide range of topics that Council tenants have identified as priorities. One of the issues discussed has been 'Neighbourhood Discretion'. This refers to the different ways in which the neighbourhoods deal with, for example, emergency repairs or the standard of homes being let. The group has also discussed repairs which are carried out in mixed tenure buildings and what happens when owners are reluctant to contribute to costs. This will be a major piece of work over the next few weeks and months as ETF will be working with the Council to discuss possible solutions. All landlords must meet the Scottish Housing Quality Standard (SHQS) by 31<sup>st</sup> March 2015 and the group will continue to hold the Council to account to ensure this is achieved. Members of the group also have the opportunity to give an update on what is happening in their respective area. The meetings are an ideal opportunity for tenants to network and share ideas.

Representatives of the ETF Repairs Group worked with Council representatives to develop a Rechargeable Repairs Policy as well as a new tenant's handbook and a satisfaction questionnaire for tenants who had just had their Kitchen and Bathroom installed.

Bi monthly meetings take place between representatives of the ETF Repairs Group and senior Council managers. These meetings discuss aspects such as the Responsive Repairs Budget and the Edinburgh Building Services (EBS) performance figures. The group met with Council officials to look at developing Key Performance Indicators (KPIs) and how the Council plan to implement them. KPIs are targets which the Council set to measure performance. This is a major piece of work that ETF has longed campaigned to be involved in. The group has identified the priorities that tenants would like to be involved with on the Council's Housing Asset Management Action Plan.

For more information or to add your name to the mailing list please contact the Federation office.