

## **O&S Issues for Hyde**

### **Housing Stock and Standards**

Please could Hyde give us an update on works taking place at Liberator Place in Chichester?

A large proportion of reports are problems with recurring damp from older properties. Is there a timetable for retrofitting properties? Is there a target for the number of properties to be retrofitted, and are there target dates?

How many Hyde houses are currently empty/being renovated?

Can we have an update on renovation work on the current housing stock?

### **Contracted Works**

Would it be possible for copies of works completed to be left with tenants so that when other contractors turn up there is some knowledge of what other contractors have done?

Could contractors work more flexibly and appropriately to the season?

Could workers check that the job has been properly finished before leaving the property to avoid repeat visits?

For residents with children with special needs, could notice be given if a job is to be particularly noisy so arrangements could be made for affected children to be out of the house?

Hyde owns quite a bit of land for example on Whyke Estate. Could some land be planted to trees (maybe community fruit trees) or wildflower meadows?. We have a new Tree Project Officer and it would be good if Hyde could liaise with her?

Would it be possible to liaise and set up a system for registered providers to work better together and deliver more environmental benefits while avoiding numerous contractors working in the same area?

### **Service Charges**

Can Hyde please clarify how charges are worked out for those people who part own their home. For example if a resident owns 30% of their property and pays rent for the other 70% when it comes to costs for repairs to the communal areas of the block how are these divided up?

Why would similar properties incur different service charges?

What is the service charge actually used for?

A review was carried out in the summer of 2015 by the Overview and Scrutiny Committee. Residents have asked what was the outcome of the review which I believe was sent to Hyde in September of that year.

A number of the older estates that were subject to the LSVT have a significant amount of shared/publically accessible amenity open spaces and trees (some TPO'd) within them that are maintained by Hyde. Given the number of Hyde properties within these estates has reduced over the years, do the maintenance costs of these public amenities fall on ever reducing numbers of tenants within each estate or are they more generally covered by Hyde?

## **Communication and Engagement with tenants**

Can forms be simplified into plain English?

Feedback from tenants could help to make improvements to the housing and the estates that Hyde manages. How do Hyde currently engage with their tenants to gain feedback?

The biggest problem that residents have complained about is poor communication and long delays in works being completed. Is there an over reliance on emails and online forms.

Concern over lack of response from Hyde to tenant and their issues.

The main issue my residents have had is getting a response to their concerns in a timely manner or even an acknowledgment of their emails when they raise concerns. What is Hyde's policy around response times?

What is the average time for issues/complaints to be dealt with?

What are the longest outstanding issues?

## **COVID 19**

Can we understand the issues Hyde have experienced due to COVID and how this has affected tenants. An understanding of issues around tenant issues, court orders etc without disclosing confidential information.

How have Hyde supported tenants due to financial challenges due to COVID?

## **Miscellaneous**

Does Hyde provide Allotments?

For residents who need to sell their properties which are in blocks of flats there seems to be some lack of clarity about the need for a EWS1 form. Could you clarify when these forms are necessary?

Does Hyde have any TPO trees within any of their individual houses curtilages? If so, is it Hyde's or the Tenant's responsibility to maintain such trees, noting the significant maintenance costs of major trees?