

## INTERNAL AUDIT REPORT

**FROM:** Audit and Risk Manager

**TO:** Head of Assets

**C.C.** Chief Executive  
Deputy Chief Executive  
Head of Finance  
Compliance Manager  
Portfolio Holder (Cllr Jan Matecki)

**SUBJECT:** Housing Repairs & Maintenance

**DATE:** 10 September 2021

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### 1 Introduction

- 1.1 In accordance with the Audit Plan for 2021/22, an examination of the above subject area has recently been completed by Nathan Leng, Internal Auditor, and this report presents the findings and conclusions for information and, where appropriate, action.
- 1.2 Wherever possible, findings have been discussed with the staff involved in the procedures examined and their views are incorporated, where appropriate, into the report. My thanks are extended to all concerned for the help and cooperation received during the audit.

### 2 Background

- 2.1 The Repairs and Maintenance service team is responsible for coordinating the responsive and emergency repairs and maintenance of dwellings and communal areas.
- 2.2 This assignment has focused on responsive repairs of the Council's HRA (Housing Revenue Account) housing stock carried out by Axis Europe PLC, the Council's reactionary repair and maintenance contractor.
- 2.3 The service processes, on average, 8500 repair cases a year on behalf of the contractor Axis.

### 3 Objectives of the Audit and Coverage of Risks

- 3.1 The audit was undertaken to test the management and financial controls in place.
- 3.2 This was achieved through a 'risk-based audit' approach whereby key risks are identified and then processes are assessed to provide assurance that the risks are being managed effectively. This approach has been in place by WDC Internal Audit since only the start of this financial year following an external review of the function.

- 3.3 In terms of scope, the audit covered the following risks:
- The Council’s finances could be adversely impacted due to funding unnecessary or sub-standard repair work.
  - Expenditure on rechargeable work may not be recovered.
  - The Council could be held in breach of legislation arising from failure to repair, sub-standard work or unsafe practices.
  - Stakeholders could be left dissatisfied by failure to repair, sub-standard work, missed time targets or contractor behaviour.
  - Unsafe working practices may be hazardous to tenants, staff, contractors and/or the public.
- 3.3 These were drawn from a combination of risks identified in the Significant Business Risk Register, the departmental risk register, and discussions with the Maintenance Administrator.
- 3.4 These risks, if realised, would be detrimental to the Council with regards to the meeting of the following corporate objectives as set out in the Fit for the Future Strategy:
- Health, Homes, Communities – Housing needs met for all.
  - Green, Clean, Safe – To make the District carbon neutral by 2050.
  - Effective Staff – All staff: are properly trained, have appropriate tools, are engaged empowered and supported.
  - Maintain or Improve Services – Focusing on our customers’ needs, continually improve our processes, increase the digital provision of services.
  - Financial Footing over the Longer Term – Full cost accounting, continued cost management, seek best value for money.

## 4 Findings

### 4.1 Recommendations from Previous Reports

- 4.1.1 The current position in respect of the recommendations from the audit reported in 2019 was also reviewed. The current position is as follows:

Recommendation	Management Response	Current Status
1 A review of the 'capture' of rechargeable works should be considered to ensure that all such works are identified at source.	Review with Repairs Team Leader and Housing on what objectively constitutes a rechargeable repair and subjective considerations. Provide group training to the Repairs & Maintenance team.	A recharge policy is currently being presented for approval. This policy will define what constitutes a rechargeable repair, include delegation of responsibility and outline a process for managing, monitoring and recovering recharges. These agreed actions should have been completed between

Recommendation	Management Response	Current Status
		October 2019 and May 2020 but have not been completed to date. (See 4.2.2 below)
2 A clear policy on recovery of unpaid recharges to tenants should be considered including delegation of responsibilities.	Agreed. A recharge policy will be established and will include delegation of responsibilities.	See above.
3 The accumulated balances of unpaid recharges should be reviewed and appropriate recovery actions taken.	Agreed. A process for managing and monitoring recharges will be produced	See above.

## 4.2 Financial Risks

### 4.2.1 The Council's finances could be adversely impacted due to funding unnecessary or sub-standard repair work.

The Repairs and Maintenance Contract Administrator (RMCA) advised that there is no official training programme or guidance documents advising staff of the processes involved when managing different types of repair jobs sent to the Council.

Experienced members of the team act as a 'knowledge bank' and share information and provide advice as required. New members of the team receive on-the-job training and can rely on more experienced team members for additional support.

The RMCA conceded that this setup is most effective in an office-based environment. However, the team use digital communication methods to share information and provide support as required.

The Assets Management Team page contains a Wiki Library page which appears to be incomplete and contains only a couple of documents. This could be a useful place to store guides and procedural documents for staff access.

#### **Advisory:**

**Consideration should be given to producing written training / guidance documents to provide a standardised resource and utilising the Assets Wiki Library to make them readily accessible to staff.**

The Council uses the National Housing Federation V6 Schedule of Rates to determine appropriate remuneration for different repair jobs. These rates are built into the Active-H system to streamline the process of costing jobs.

Repair work orders are generated on the Active-H property management system. A Maintenance Assistant inputs a description of the repair and assigns a priority rating. The order must be authorised by the RMCA before it can be allocated to the appropriate contractor.

The Active-H system is linked to the WDC maintenance portal used by external contractors carrying out repair and maintenance work on behalf of the Council. For Axis, the system is directly integrated with their own database. As soon as a work order is raised on the system, it becomes available to the contractors.

The RMCA monitors the progress of repair jobs to ensure each job is carried out within the agreed timescales based on the priority rating. The Active-H system facilitates some monitoring of timescales by allowing contractors to update progress changes on works orders.

The RMCA attends regular meetings with the external maintenance contractors to ensure approved timescales are adhered to and that work is carried out to agreed standards. Upon the completion of a work order, the contractor marks the job as complete through the WDC web-portal or Axis's integrated database which updates the case on the Active-H system.

If a repair presents a risk to health or the cost of works exceeds £500, a Property Maintenance Surveyor (PMS) will attend the site to carry out a post-repair inspection. If an inspection confirms the work was carried out to a satisfactory standard, the works order is closed. If the original issue has not been rectified, the work does not meet the agreed standard of the Council or other damage has been caused by the repair works, the RMCA reopens the work order for remedial action.

A sample of historic repair jobs completed during 2020 was analysed to ensure that they were carried out in accordance with Council procedures. In all of the cases sampled, repair works were carried out according to the procedures outlined above.

The sample of cases was also analysed to ascertain how Repairs staff respond to failed or substandard repair work. In all cases, the work order was either recalled for remediation or follow-on works were raised to resolve any subsequent defects.

Sample analysis showed that this process was generally effective in identifying defects and getting them resolved. However, several properties showed recurrent repair issues which could be attributed to a historic defect / repair case. There is a minor risk that repeat call outs pose a financial burden for the Council.

Performance data for historic repair works is extracted from the Active-H system and generated in custom Crystal reports via the Ripplestone system.

A key performance metric for repair work is the amount of time taken between the job being reported and being completed. This is an important metric to determine whether the Council is adhering to the statutory repair

timescales which differ, depending on whether the priority rating is 'Emergency' (24 hours) or 'Routine' (28 days). It is important to note that, during 2021, WDC decided to create a third priority rating 'Urgent' with a statutory repair timescale of 5 days.

Work orders classified as 'Urgent' are seen as important, needing a faster turnaround than 'Routine' works, but not quite meeting the standard of an 'Emergency' order.

The 'Urgent' classification was introduced to prevent important 'Routine' works being incorrectly classified as 'Emergency', providing contractors with flexibility within a sensible timeframe to complete the orders.

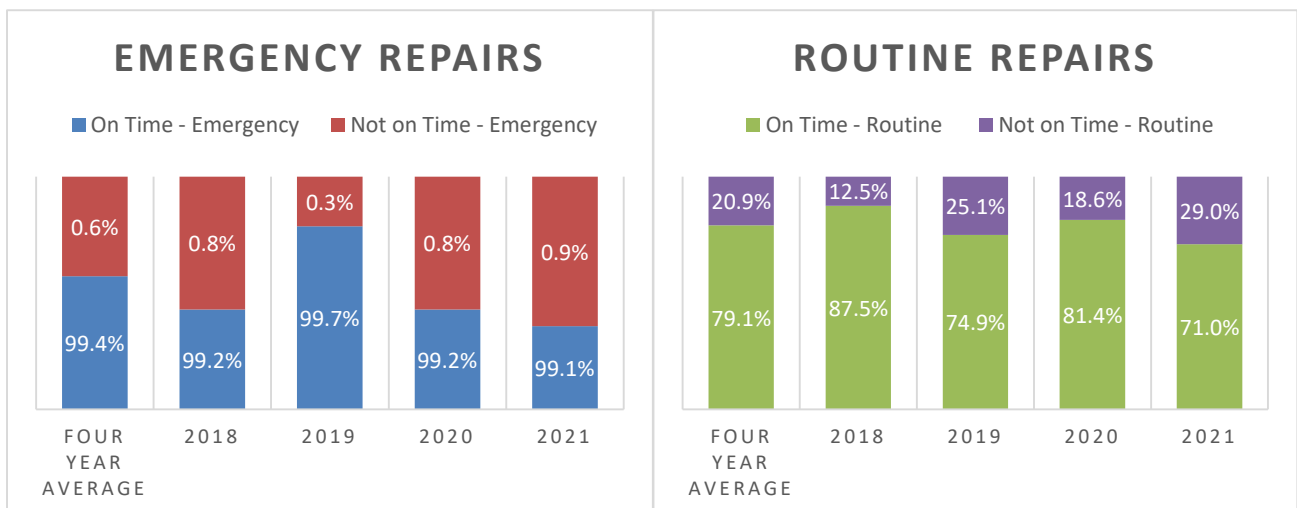
However, the 'Urgent' classification is an internal performance metric and not subject to statutory timescales. Technically, all orders classed as 'Urgent' are 'Routine' and are classified as such in KPI reports.

A Crystal report was generated to show a summary of repair orders completed by Axis each month since April 2018 when the contract was renewed. The report shows whether the work orders were completed within the appropriate timescale. Cases within this report were used to generate the sample of cases assessed as part of this audit. The figures contained in this report were also used to create the below table and graphics.

Table showing percentage of jobs which were classified as Emergency or Routine priority each year:

	Four Year Average	2018	2019	2020	2021
<b>Emergency</b>	<b>35%</b>	<b>37%</b>	<b>32%</b>	<b>39%</b>	<b>30%</b>
<b>Routine</b>	<b>65%</b>	<b>63%</b>	<b>68%</b>	<b>61%</b>	<b>70%</b>

Graphics showing the percentage of repair cases completed on time each year separated by job priority type:



The tables show the ratio of Emergency to Routine repair jobs has remained relatively constant at approximately 1:3 with time targets being achieved in over 80% of cases each year.

Separating the cases by job priority type shows that 2021 has the lowest on-time average for both job types over the last four years. The largest drop in performance was seen in Routine jobs while Emergency cases only saw a marginal drop. Nonetheless, time target performance over the years has remained relatively constant. This suggests that despite the disruption caused by the pandemic, the Repairs team has demonstrated resilience.

The reduction in Emergency repair jobs in 2021 can be partially attributed to the introduction of the 'Urgent' job priority type. It may be beneficial for the Council to modify reports to include 'Urgent' repair jobs. This would allow for internal evaluations on the impact the new priority type is having on timescales.

**Recommendation:**

**Ripplestone reports should be modified to include the 'Urgent' job priority type.**

A different Crystal report was generated to show the number of active jobs for the contractor Axis which had exceeded the target timescales. The report shows that at the time of writing, there are currently 599 open repair orders that have surpassed their target completion date. The total number of active repair orders for Axis stands at just above 2000 cases. This means that approximately 30% of all active cases have exceeded their target completion date.

A sample of the cases was analysed to determine the cause of the delay and what actions had been taken by Council staff to get the works completed.

It was discovered that notes regarding the cause of the delays are not available for many repair cases categorised as completed 'not on time'. However, common issues reported include 'no access to property' and instances where cases required follow-up visits to resolve complex repair issues. Discussions with the Compliance Manager (CM) revealed that most delays are not reported by contractors to WDC staff. In order to improve understanding as to the cause of delays and facilitate the identification of any trends, all delays in the repairs process should be documented.

**Recommendation:**

**Contractors should be reminded to immediately update WDC on any issues which result in a delay to the repair process. WDC staff should also chase contractors for an explanation of delays which result in a 'not on time' completion status.**

## **Advisory:**

**The repairs process should be fully documented in the Active H diary and DMS in particular any correspondence relating to a delay.**

### **4.2.2 Expenditure on rechargeable work may not be recovered.**

The Maintenance Administration Team (MAT) are responsible for processing repair requests and creating work orders on the system. The MAT is also responsible for informing the Business Administration Team (BAT) to debit the cost of a rechargeable repair to a rechargeable repair sub-account linked to the tenant's Active-H account.

It is important for members of the MAT to understand what constitutes a rechargeable repair to ensure all possible recharges are identified at source and recharged appropriately.

Council tenancy agreements, both introductory and secure, outline the types of repair work which the Council, as the landlord, are responsible for maintaining.

These agreements also outline the property maintenance tasks that are the financial responsibility of the tenant. If a tenant requests for the Council to arrange repair work that does not fall within the Council's landlord obligations, the costs of the repair is recharged to the tenant.

However, these agreements only contain an overview of the different repair responsibilities. As such, they should only be used as a cursory reminder of the repair responsibilities of the Council.

MAT staff are primarily instructed through on-the-job training by the RMCA and other experienced members of the MAT. Training is based on applicable legislation, primarily the Housing Act 2004, which outlines the types of repair responsibility. It also provides a thorough list of rechargeable repairs which helps staff compare repair examples to the repairs they encounter.

At the time of writing, there is a new recharges policy being created to govern the process of collecting rechargeable repairs. The policy will summarise key points from relevant legislation and provide examples of common sources of recharge damage. This is expected to be a useful document for Repairs staff and will help ensure that all rechargeable repairs are collected.

A sample of historic repair jobs was analysed to ascertain whether all rechargeable repairs were identified and recharged. Sample testing identified only a small number of repair works eligible for recharge. None of the sample cases, where the cost of the repair could have been recharged, were recharged.

It is not always clear, in the cases sampled, whether a defect is caused by the tenant unless the tenant admits that they are responsible. In some instances, there are notes on the account instructing officers to recharge if a specific defect reoccurs.

In other cases, a repair was correctly identified as rechargeable upon receipt of the repair request but was not recharged to the tenant's account. In these cases, there is a lack of information available on Active-H to determine where in the process the recharging failed.

Since none of the cases sampled had the repair costs recharged, it was not possible to assess how many recharges had been recovered. However, some of the tenants Active-H accounts had historic recharges debited to the account. While these historic charges were not specifically looked at during the analysis, it was noted that most of the recharges had not been even partially recovered.

It is hoped that the new recharge policy, due for approval later this year, will improve the recharging and recovery of recharges going forward.

**Recommendation:**

**A review should be carried out to identify and initiate enforcement action on all outstanding recharges within the 6-year limitation period.**

**4.3 Legal & Regulatory Risks**

**4.3.1 The Council could be held in breach of legislation arising from failure to repair, sub-standard work or unsafe practices.**

Upon joining the Council, Repairs and Maintenance (R&M) and Maintenance Assistants (MA) team members are provided on-the-job training and are informed of the Council's statutory obligations in relation to the maintenance of properties.

The tenancy agreement outlines the Council's repair responsibilities. While the tenancy agreement is based on various Government acts, regulations, standards and guidance, they are not directly referenced in the document. The list of Council repair responsibilities in the tenancy agreements is not exhaustive and tenants are advised to phone the MA team for clarification on specific repair work.

**Advisory:**

**Copies of relevant Government legislation and guidance documents should be made easily accessible to all R&M and MA team members. Consideration should be given to creating an internal guidance document summarising applicable legislation.**

If a member of the R&M or MA team is unsure of the appropriate way to deal with a repair request, they are advised to contact their line manager for advice. The sharing of information and advice is encouraged within the team to enhance the resilience and responsiveness of the service.

Discussion with members of the R&M and MA teams highlighted how current remote working arrangements can make communication within the team difficult. While future ways of working are still undecided at the time of



writing, both teams show support for a hybrid work from home model where staff can meet to discuss and evaluate situations in person as the need arises.

R&M team members may conduct pre-inspections to fully identify necessary repair works before a repair request is initiated. This helps the Council identify other and related defects which require remediation. These proactive inspections can reduce the time defects are present in a property.

Properties where access has previously been denied are fully inspected by R&M team members before repair work commences to ensure the property is safe for human habitation and free from hazards which could endanger the contractor.

Post-repair checks are also carried out by R&M team members for all jobs that cost in excess of £500. These checks ensure that work has been carried out to expected standards and removed or reduced the hazard to an acceptable level.

In certain circumstances, however, repair works cannot be identified or fixed within statutory timeframes. For example, some residents in HRA properties refuse access to Council and repair contractors on a regular basis. In these instances, the extent of hazards in the property can be difficult to determine and reported hazards cannot be fixed in the mandated timescales. These points were confirmed in discussion with R&M team members but also evident in the diary notes of some Active-H tenancy accounts.

The Housing Act (2004) stipulates that 'if a local housing authority consider that a hazard exists on any residential premises, they must take the appropriate enforcement action in relation to the hazard'.

In instances such as those outlined above, the Council are expected to take all reasonable and necessary steps to access the property to rectify the defect.

At present, however, legal routes to gaining access are not explored. This poses a risk that tenants continue to live in hazardous accommodation.

There is currently no formal written guidance outlining the procedure for dealing with refused entry.

### **Recommendation:**

**The Council should develop a robust procedure for dealing with instances where reasonable requests for access are refused. These cases should be escalated until remedial action has been completed and every effort should be made to recover the costs of this exercise from the tenant.**

The Council's target timescales for different priority repair works are in line with statutory obligations for each priority category. These timescales are written into maintenance contracts so that contractor performance can be measured by their adherence to these timescales.

At the onset of the COVID-19 pandemic, and in line with public health measures announced on 28 March, it was decided that only emergency repairs would continue with all non-emergency repair work being cancelled.

A record of cancelled work was kept so that MA team members could contact tenants to reschedule repairs. However, it is not clear whether the Council breached their landlord repairing obligations in cancelling these works to adhere with Government guidance. As such, the Council could be liable for disrepair claims.

There has been no review of these cancelled cases. The Compliance Manager advised that Axis has contacted each tenant to advise on the impact of the restrictions. Tenants have also been invited to contact Axis or the Repairs team once restrictions have eased.

Rebooked orders have not been automatically linked to the original cancelled request. However, the Compliance Manager advised that in some cases, the link has been noted in the description of the work order on Active-H.

**Recommendation:**

**A full review of all cancelled jobs should be undertaken to ascertain the current status of each case.**

The Assets Manager (AM) provided the Assets Risk Register which was extracted from the Chief Executive's register. The Assets Risk Register requires review and possibly updating. The AM advised that there are plans in place to convene a team meeting with representatives from both WDC and Stratford District Council (SDC) to agree a Register that captures common risks as well as those specific to each organisation.

As highlighted above, in line with public health guidance at the onset of the COVID-19 pandemic, the Repairs team restricted site visits to emergency repairs and essential safety inspections. A Council-wide site visit risk assessment checklist was produced and is used by PMS staff when planning and carrying out property inspections.

A risk assessment for carrying out external visits safely during the COVID-19 pandemic has also been produced which is available to all staff via the AssessNet Portal.

The RMCA advised that they are aware of the different services that deal with certain aspects of the repair process and share information with them as appropriate.

Active-H is used to store information and correspondence which may be beneficial to other service areas. However, not all relevant service areas have access to Active-H or know without being told that a situation relevant to their service has arisen.

There is a risk that R&M team members may not pass on information pertinent to preventing breaches of legislation to the RMCA and subsequently other relevant services at all or in a timely fashion. The CRM module in

Active-H allows some service areas access to pertinent repairs information. However, not all services use Active-H.

**Recommendation:**

**Repair and Maintenance staff should be instructed on aspects of the Repairs process of interest or relevance to other service operators.**

**Advisory:**

**Consideration should be given to producing guidance or a checklist that Repairs and Maintenance staff can use to guide the appropriate sharing of repairs information between service areas.**

4.4 **Reputational Risks**

4.4.1 **Stakeholders could be left dissatisfied by failure to repair, sub-standard work, missed time targets or contractor behaviour.**

Communication from stakeholders to members of the R&M and MA teams is saved in the relevant section of the Active-H Document Management System (DMS) or Diary depending on the format. Physical feedback is uploaded to the the DMS while digital feedback is saved in the Diary.

Positive comments relating to completed works are passed to the contractor. Negative comments typically lead to a site inspection with a PMS. If the inspection validates the issue raised, the repair case is reopened for remedial works and the RMCA contacts the contractor to discuss the issue. This helps to mitigate the reoccurrence of the issue in subsequent works.

Analysis of a sample of repair cases completed by the contractor in 2020, however, showed inconsistencies with how feedback and communication is recorded. Stakeholder feedback noted in the Active-H diary typically focuses on contractor performance suggesting that this is the area of the service that stakeholders are most concerned with.

The system outlined above can be effective in identifying, addressing and preventing repair issues related to a single case. However, it does not provide the Council with an overview of how the whole repair service is performing.

Repair work is generally carried out reactively and in response to a reported fault. The R&M and MA teams meet on a regular basis to discuss and evaluate emerging situations and identify trends that may affect the performance of the service as a whole.

These meetings are perceived favourably by Repairs staff. However, the reliance on anecdotal evidence may not paint a clear picture of the performance of the whole repair service. A tailored survey could provide useful feedback on stakeholder experiences with Repairs service staff.

**Advisory:**

**Consideration should be given to developing a customer satisfaction survey for the repairs process, focusing on the effectiveness of both the RMT and MAT, to allow for a broad assessment of stakeholder satisfaction of the WDC side of the repair process.**

Contractors have their own feedback system. Contractors leave a client satisfaction survey with the tenant after completing works. These surveys are collected by the Council and passed on to the contractor.

Details of these surveys are not held or acted upon by the RMCA because they relate solely to contractor performance KPI's.

Since records of these surveys are not held by the Council, it is not possible to accurately gauge the level of customer engagement in this feedback process.

Discussions with the CM highlighted that in response to the COVID-19 pandemic, Axis transitioned to using a text message mobile phone based survey. The results of these text surveys are returned directly to Axis. The CM advised that Axis are planning to produce management reports which will include an overview of client satisfaction survey feedback to share with the RMCA at contract management meetings.

#### 4.5 **Health & Safety Risks**

##### 4.5.1 **Unsafe working practices may be hazardous to tenants, staff, contractors and/or the public.**

The Council website has a dedicated page detailing the conditions of repair work during the COVID-19 pandemic. The page contains information regarding the types of work that continue to be carried out during the pandemic as well as the provisions made to ensure works are carried out in a way that is COVID-secure.

However, the repairs information on the Council website is currently not up to date and does not reflect the recent relaxation of COVID-19 guidance. This poses a risk that tenants will mistakenly believe routine repairs are not being accepted.

#### **Recommendation:**

**The Council website should be updated to reflect current COVID-19 guidance regarding carrying out repair works.**

The PMS are required to carry out inspections of sites. They are made aware of health and safety procedures for site visits through various channels including specialised health and safety training courses such as IOSH, discussion with management and broader Council remote working procedures published on the Council's website.

The RMCA advised that the contractors have their own risk assessment and health and safety processes. Details of these risk assessments and procedures are not shared with the public through the contractor websites.

The WDC website stipulates that contractors are expected to discuss and confirm the individual circumstances of a repair case with the client and confirm the protective steps they will take in line with their risk assessments.

## 5 **Conclusions**

5.1 Following our review, in overall terms we are able to give a **MODERATE** degree of assurance that the systems and controls in place in respect of **Housing Repair and Maintenance** are appropriate and are working effectively to help mitigate and control the identified risks.

5.2 The assurance bands are shown below:

<b>Level of Assurance</b>	<b>Definition</b>
Substantial Assurance	There is a sound system of control in place and compliance with the key controls.
Moderate Assurance	Whilst the system of control is broadly satisfactory, some controls are weak or non-existent and there is non-compliance with several controls.
Limited Assurance	The system of control is generally weak and there is non-compliance with controls that do exist.

5.3 The following issues that require further action have been identified:

- Notes regarding the cause of delays to works are not routinely being recorded.
- A number of cases where recharges have not been raised in relation to relevant works were identified along with cases where payments have not been received in relation to recharges that have been raised.
- The Council does not have a formal policy for dealing with tenants that refuse access to their premises to allow for works to be undertaken.
- There is no current review of all non-urgent repair jobs that were cancelled due to the onset of the COVID pandemic.
- Staff do not always know who they need to inform of certain aspects of the works undertaken.

5.4 Five further, more minor, 'issues' were identified where advisory notes have been reported. Addressing these issues is discretionary on the part of the service.

## 6 **Management Action**

6.1 The recommendations arising above are reproduced in the attached Action Plan (Appendix A) for management attention.

Richard Barr  
Audit and Risk Manager

## Action Plan

## Internal Audit of Housing Repairs and Maintenance – September 2021

Report Ref.	Recommendation	Risk	Rating*	Responsible Officer(s)	Management Response	Target Date
4.2.1	Ripplestone reports should be modified to include the 'Urgent' job priority type.	The Council's finances could be adversely impacted due to funding unnecessary or sub-standard repair work.	Low	Data Coordinator	Agreed – post is currently vacant but seeking to recruit in near future.	December 2021
4.2.1	Contractors should be reminded to immediately update WDC on any issues which result in a delay to the repair process.	The Council's finances could be adversely impacted due to funding unnecessary or sub-standard repair work.	Low	Head of Assets / Compliance Manager	Will be included in mobilisation discussions as part of extension of Axis contract from April 2022.	April 2022
4.2.2	A review should be carried out to identify and initiate enforcement action on all outstanding recharges within the 6-year limitation period.	Expenditure on rechargeable work may not be recovered.	Low	Landlord Services Manager / Landlord Operations Manager	Policy & Procedure to be written and introduced following consultation with partners at Legal Services, that details arrears recovery relating to rechargeable repairs.	January 2022

<b>Report Ref.</b>	<b>Recommendation</b>	<b>Risk</b>	<b>Rating*</b>	<b>Responsible Officer(s)</b>	<b>Management Response</b>	<b>Target Date</b>
4.3.1	The Council should develop a robust procedure for dealing with instances where reasonable requests for access are refused. These cases should be escalated until remedial action has been completed and every effort should be made to recover the costs of this exercise from the tenant.	The Council could be held in breach of legislation arising from failure to repair, sub-standard work or unsafe practices.	Medium	Assets Manager / Landlord Services Manager	Assets working with Housing to implement.	April 2022
4.3.1	A full review of all cancelled jobs should be undertaken to ascertain the current status of each case.	The Council could be held in breach of legislation arising from failure to repair, sub-standard work or unsafe practices.	Medium	Compliance Manager / Business Support Manager - Housing	Records available of jobs closed down as part of COVID restrictions and these will be cross checked against new jobs raised.	December 2021
4.3.1	Repair and Maintenance staff should be instructed on aspects of the Repairs process of interest or relevance to other service operators.	The Council could be held in breach of legislation arising from failure to repair, sub-standard work or unsafe practices.	Low	Business Development and Change Manager – Housing / Compliance Manager	Review of those individuals and services that have access to ActiveH and change access as appropriate	December 2021
4.5.1	The Council website should be updated to reflect current COVID-19 guidance regarding carrying out repair works.	Unsafe working practices may be hazardous to tenants, staff, contractors and/or the public.	Low	Business Support Manager – Housing / Compliance Manager	Discussions have taken place to update all Housing pages on the website – change have been made.	Complete

\* Ratings are defined as follows:

High: Issue of significant importance requiring urgent attention.  
Medium: Issue of moderate importance requiring prompt attention.  
Low: Issue of minor importance requiring attention.