

## Request 8885 Residential Tenants

1. The following details of complaints made by residential tenants of properties owned and leased by the council (properties known as 'council houses') for the years 2017 - 2021 (as up to date as possible for 2021) in relation to structural issues, maintenance issues and environmental issues (see definitions below for guidance).
  - The date the complaint was made.
  - The description of the complaint or issue. ie "Mould" or "Broken Fridge"
  - The outcome of the complaint (ie 'Solved', 'Pending' or 'Not Resolved').
  - The date the outcome was reached/finalised.
  - If a complaint was resolved, please provide a brief description of how ie "Fridge Replaced".
  - If a complaint is "pending". please provide a brief description as to why ie "Parts on order"

### Definitions:

'Structural Issues' encompasses such cases as:

- Repairs being required on doors, carpets, fittings, windows, locks etc.
- Replacements being required on doors, carpets, fittings, windows, locks etc.
- A ceiling or wall partially or fully collapsing.
- A ceiling or wall in need of repair or maintenance.

'Maintenance Issues' encompasses such cases as:

- Issues with the central heating or other heating systems within a property
- Issues with the electrics, plumbing or gas systems within a property.
- Repairs being required to the electrics, plumbing or gas systems within a property.
- Repairs to any white-goods and kitchen appliances provided by the council within the property ie fridge and oven.

'Environmental Issues' encompasses such cases as:

- The presence of different kinds of mould within a property.
- The presence of damp within in a property.
- The presence of other types of biological matter that would not typically be found in a property. For example: plants growing within walls, moss forming or mushrooms spawning.
- The presence of insects and animals within in a property such as ants, cockroaches or rats.
- The presence of asbestos within a property.

## Response

Attachment available upon request - Find attached document with table which shows complaints received by South Cambridgeshire District council (SCDC) Housing Department for the last 4 financial years.

There are a total of 24 cases still open and in the process of being resolved for the financial year 2020/21, all other financial years are closed/resolved.

Please note:

We strongly advise our tenants to arrange enough insurance cover for the contents of your home such as furniture, carpets, clothing, cooker, fridge, TV, decorations, and include any outbuilding as these are not covered under the tenancy agreement.

Unfortunately, we do not have an in-house pest control service so are not able to provide a pest control service for our tenants /residents, and so refer them to the British Pest Control Association (BPCA) website or the National Pest Technicians Association (NPTA) website to find a pest control company.