

<b>Tenant Involvement Group Scrutiny Panel</b>		<b>Date of Report November 2023</b>
<b>Subject</b>  <b>Leased Properties</b>	<b>Scope</b>  <ol style="list-style-type: none"> <li>1. Where does ELHA get new properties from?</li> <li>2. Who checks the properties before they're handed over to make sure they're fit for habitation?</li> <li>3. How many defects are typically reported for new builds and how are these handled?</li> <li>4. How satisfied are tenants going into new builds, and how satisfied are they when they need to have a defect rectified?</li> </ol>	
<b>Information/Documentation Reviewed</b>  <ul style="list-style-type: none"> <li>• New Housing Development Defects Procedure</li> <li>• New Development Feedback Report (Wildflower Crescent &amp; the final phase of Bothwell Avenue)</li> <li>• Empty Homes Management Policy</li> </ul>	<b>Staff Interviewed</b>  <ul style="list-style-type: none"> <li>• Martin Pollhammer, Chief Executive</li> <li>• Karen Barry, Director of Housing</li> <li>• Gary Alison, Director of Finance</li> </ul>	
<b>Summary</b>  <p>The Scrutiny Group visited the new build conversion at Hardgate, and following this, wished to review tenant satisfaction with new builds, learn more about new build standards and procedures, and investigate satisfaction with new builds and defects.</p> <p>The Group were given a presentation with an overview of the defects period, and data on defects from the previous two new developments. Following this, the Group requested strategic information, and a meeting was arranged with members of the Senior Management Team.</p> <p>The Group also visited the new development at Pikemen Crescent in Dunbar.</p>		

**Recommendations**

	<b>Finding</b>	<b>Recommendation</b>	<b>Management Comments</b>
1.	Satisfaction with defect repairs is not currently collected, as ELHA has little to no ability to change defects handling	Survey defect repairs in the same way standard repairs are surveyed, and provide this feedback to the developer, as they often sub-contract this work out, and may benefit from the feedback	Agreed – add to Action Plan
2.	The New Development survey is a good way to see design flaws where the developer may have a component which fails for more than one tenant, but as this survey is not carried out until the end of the defect procedure, ELHA might not know about it until after the defect period is over	Carry out this survey at six months into the defect period, not at 11 months, so that if a component flaw is detected, ELHA can request that the developer replace this in all properties, preventing expense to ELHA once the defect period is over.	Approach will be superseded by new requirements – this will be discussed with TIG in due course
3.	In the past, the New Development survey report did not go to the TIG	The TIG to get the New Development survey report as part of the ‘Review Results of Consultations/Surveys’ portion of the TIG remit.	Agreed

**Action Plan**

	<b>Recommendation</b>	<b>Responsible</b>	<b>Target Date</b>	<b>Comments</b>
1.	Tenants in new builds to be sent repair surveys following defect work	CC	2024-25	To be added to the Defects Procedure
2..	Defects to be monitored	MH/TIG	To quarterly TIG meetings	
3.	TIG to visit Elphinstone new builds	CM	May TBC	Depends on handover