

Rushcliffe Borough Council – Scrutiny Request

Councillor Request for Scrutiny

Councillor Roger Upton, Portfolio Holder for Planning & Housing

Proposed topic of scrutiny ...

Communities Scrutiny Group undertake a scrutiny review of the performance of Metropolitan Thames Valley House (MTVH) regarding their housing services in the borough, particularly focusing on their repairs and maintenance service delivery.

I would like to explore ...

It is helpful to include why you feel this topic requires scrutiny, what concerns you, what concerns are being raised with you, and how scrutiny will lead to better outcomes or services to residents.

MTVH are the largest stock holding Registered Provider in the borough following the stock transfer in 2003. In 2018 Metropolitan and Thames Valley merged to form MTVH with a combined stock of 57,000 across, London, South East, East Midlands and the East of England.

The last scrutiny of MTVH took place in 2018 by the Partnership Delivery Group before moving to the new model of scrutiny based on identified issues. Over the past several months residents in our community have expressed increasing concerns about the level of service provided by MTVH. Specific issues that have been consistently reported include:

- **Delayed Repairs:** Residents have faced significant delays in receiving timely responses to repair requests, leading to prolonged discomfort and, in some cases, unsafe living conditions.
- **Poor Quality of Work:** Even when repairs are conducted, numerous residents have reported that the quality of workmanship is unsatisfactory, requiring repeated visits for the same issues.

	<ul style="list-style-type: none"> • Lack of Communication: There seems to be a lack of communication from MTVH regarding the status of repair requests, leaving residents uninformed about the resolution of their issues. • Inconsistent Service Delivery: The level of service appears to be inconsistent, with some residents receiving prompt attention while others are left waiting for an unreasonable amount of time for urgent repairs. <p>Given these ongoing challenges, it is essential for the Council to investigate these issues.</p> <p>The Group would also benefit from a wider understanding of MTVH's performance across the following areas :</p> <ul style="list-style-type: none"> • Partnership working and community initiatives • Customer accessibility and satisfaction • Community safety/ASB • Asset management and development opportunities • Finance and key performance indicators • Operational efficiency and reassurances on compliance and regulatory adherence. 	
<p>I think this topic should be scrutinised because ... (please tick)</p>	<p>X</p>	<p>Poor Performance Identified</p> <hr/> <p>Change in Legislation or Local Policy</p> <hr/> <p>X</p> <p>Resident Concern or Interest</p> <hr/> <p>Cabinet Recommendation</p> <hr/> <p>Links to the Corporate Strategy</p> <hr/> <p>Other (please state reason)</p>
<p>What outcomes are you seeking from this scrutiny?</p>	<p>The outcomes sought from this scrutiny review include:</p> <ul style="list-style-type: none"> • Assessment of Service Standards: A comprehensive assessment of MTVH service standards 	

	<ul style="list-style-type: none">• Actionable Improvements: Recommendations for actionable improvements in their repairs and maintenance processes, including enhanced communication protocols with residents.• Accountability Measures: Establishment of accountability measures to ensure that MTVH is held responsible for their performance and that residents receive the quality of service they deserve• Enhanced partnership working with the Council to improve the standards of service delivery which will benefit residents and tenants.
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