

## Item no 5.13

### QUESTION NO 13

**By Councillor Lang for answer by the  
Convener of the Housing and  
Economy Committee at a meeting of  
the Council on 2 May 2019**

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|-----------------|------------|--|
| <b>Question</b> | <b>(1)</b> | How many tenants have made requests for repairs to their Council properties in each of the last five years, broken down by ward?   |
| <b>Answer</b>   | <b>(1)</b> |  |
| <b>Question</b> | <b>(2)</b> | How many of these requests have come through a) the dedicated repairs direct telephone number, b) via the repairs direct email address and c) via the online repair form?  |
| <b>Answer</b>   | <b>(2)</b> |  |
| <b>Question</b> | <b>(3)</b> | What performance target exists for the Council to respond to tenant requests for repair work and how does current performance compare to those targets?  |
| <b>Answer</b>   | <b>(3)</b> |  |
| <b>Question</b> | <b>(4)</b> | How many repair requests are currently outstanding, broken down by ward and, of these, how many are a) more than one month outstanding and b) more than three months outstanding?  |
| <b>Answer</b>   | <b>(4)</b> |  |
| <b>Question</b> | <b>(5)</b> | Does the Council have a process for proactively seeking out feedback from tenants on their level of satisfaction with repair work after it is carried out?   |
| <b>Answer</b>   | <b>(5)</b> |  |
| <b>Question</b> | <b>(6)</b> | Will the Convener investigate the feasibility of creating a dedicated email account for elected members to raise issues in relation to outstanding council housing repairs, similar to what already exists for waste collection, planning and transport matters? |
| <b>Answer</b>   | <b>(6)</b> |  |

