



UTTLESFORD DISTRICT COUNCIL

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22 August 2022

Dear

I am writing to every council house or flat tenant to give an update on our repairs and maintenance services.

Over the past months we at the Council have been looking at what changes are needed to these services to make sure they meet the high standard to which you are entitled as a tenant of Uttlesford District Council. I have also brought in external specialists to help. One of the key areas we have been looking at is how health and safety checks to your home are managed. This includes making sure all the information that we have about your home is correct and that the right checks are being done, at the right time.

The work we have done so far has shown us that there are some outstanding checks, which are now in the process of being arranged. They are mainly in relation to electrical wiring in some homes. The minimum standard we should be achieving is an inspection every 10 years. We have found that 45 of these checks had not been done so we have already been in contact with affected tenants to schedule an appointment straight away.

Our aim though is to make sure that every home has an electrical safety inspection at least every five years. To achieve this, there are around 700 homes which need to have an electrical safety inspection. To do this as quickly as possible, Uttlesford Norse Services Limited, who carry out this work for us, are bringing in extra specialist contractors and aim to arrange and carry out these inspections within the next three months.

If your home is one of those 700 or so which has not had an inspection in the last five years, you will soon receive an appointment by letter, or, if you usually receive appointments by email, you will receive an email. It is really important that you respond, either by accepting the appointment or by contacting us to arrange a different time if the time we give you is not convenient.

Your assistance with this will really help make everyone more reassured, so thank you in advance. As always of course, do beware of bogus callers – our contractors should always have proper photo ID and have made an appointment – do always check if there is anything suspicious.

Another area of work we are looking at is asbestos checks to communal areas of flats and we also want to make sure that we have information on any asbestos within your homes. We may contact you again about this.

Because of these issues we have identified, I have written to the Regulator of Social Housing to tell them about our position and about the work we are doing to make sure all the homes we own have up to date checks. The Regulator will make sure that we are doing what we should be doing to achieve this.

We are also putting in place improvements to the way our health and safety work is recorded and ensuring we have regular updates on all of our inspection programmes. These inspections include water hygiene, fire safety, lift safety and gas servicing. From October there will be a new legal requirement for all homes to have working smoke and carbon monoxide detectors, so we will include this too.

This is part of a wider programme to look at how Repairs and Maintenance Services are being delivered and we will keep you fully updated. We will be asking tenants to get more involved in this and we will be telling you more about it soon.

I appreciate that when you receive this letter you may have concerns, so I want to assure you that keeping your home safe is our top priority. Overall, your home has been regularly maintained over many years, and we receive positive feedback generally about our services from our tenants.

However, if you would like to know more you can either visit our website at www.uttlesford.gov.uk/repairsadvice or if you need to get in touch with us you can phone 01799 510510 or email repairsadvice@uttlesford.gov.uk

Yours sincerely

A handwritten signature in black ink that reads "Peter Holt". The signature is written in a cursive style with a large initial 'P' and 'H'.

Peter Holt
Chief Executive