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## **MINUTES OF A MEETING OF THE TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE Council Chamber, Town Hall 8 July 2021 (7.00 - 8.30 pm)**

### **Present:**

Councillors Keith Darvill, Paul Middleton, Gerry O'Sullivan, Christopher Wilkins, Robby Misir (Vice-Chair), Timothy Ryan, Carol Smith and Ray Best (Chairman)

Councillor Tony Durdin was absent from the meeting.

### **36 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS**

There was no apologies for absence.

### **37 DECLARATION OF INTERESTS**

There were no disclosures of interest.

### **38 CHAIRMAN'S ANNOUNCEMENTS**

### **39 MINUTES**

The minutes of the meeting held on 9<sup>th</sup> February 2021 were agreed as a correct record and would be signed by the Chairman at a later date.

### **40 QUARTER 4 PERFORMANCE 2020-2021**

The Sub-Committee received the performance report for the fourth quarter.

Members noted that housing complaints answered on time had reduced from quarter 3 to 85% which was below the target of 95% due to a shortage of staff, repairs right first time was above the target and repairs completed by the main contractor was below the target of 95% due to the backlog that had built up during the COVID-19 pandemic. The Sub-Committee also noted that arrears over debit was below the target but was good compared to other Councils, and Universal Credit arrears had reduced due to a reduction of households in the borough on Universal Credit.

Members noted that the Council had received its highest number of housing applications and no evictions or bailiff services were carried out during the pandemic and a 50% increase of members' enquiries.

The Sub-Committee then received information on the flooding the occurred in the Borough and noted that 54 council properties had been affected, 30 had been flooded with the other 24 having damage to roof leaks. It was noted that 7 households had to be accommodated in hotels paid for by the Council.

The Sub-Committee **noted** the report

41 **WORK PROGRAMME**

The Sub-Committee put forward suggestions for future items and noted that future suggestions can be sent to the Chair or the Clerk.

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**Chairman**