

1-87 Regina Road - Council response and Planned future actions

Key priorities identified were:

- Support the tenants of 7 & 15 into alternative accommodation
- Stop the leak at source, which was at 31
- Support the tenant of 31 into alternative accommodation
- Ensure that the building is safe
- Support other tenants in the building
- Carry out checks in all homes within the building
- Establish a plan to provide wider assurance on all 16 Wates Tower blocks

1-87 Regina Road – Tenancy response

- 44 one bedroom flats, all odd numbers.
- 3 Tenants were decanted (2 secure 1 TA) into Emergency accommodation
- TA tenant has now been rehoused permanently into 2 bedroom council property
- The 2 Secure tenants have been moved into Airbnb
- 1 would like to return on completion of works. Awaits offer of 1 bed. TO in daily contact.
- The other was in 1 bed. Awaits a 2 bed property. TO in daily contact.
- 1 other property/secure tenant identified for decant. Has declined EA asked to remain pending decant into alternative due to complex needs of children. TO in daily contact.
- 1 secure tenant (minor works needed) being facilitate by TO with transfer into Sheltered accommodation.

Tenancy presence

- Daily presence at 1-87 (and other blocks), two members of Tenancy Team & Resident Involvement team 1pm-4pm, 7 days a week, WEF Tuesday 23 March 2021.
- Block letter hand delivered on 29 March 2021, to all residents in block advising of how to make contact with tenancy as well as to give info of current and plans.

1-87 Regina Court – Repairs response

- The leak at 31 Regina Court was identified and stopped as soon as the tenant provided access
- Building Control have confirmed that the building is safe
- Visits have taken place to identify other repair problems within the building by repairs staff – follow up action is now being implemented
- Further decanting may be required – this work is ongoing
- Steps are now being taken to recover the building, although it will be a long drying out process
- Investigation has been launched by an independent investigator that will examine how this happened. It will report within 2 weeks

Repairs – future actions

- Contact will be made with tenants of all 16 Wates blocks
- Greater resident involvement on all repairs matters
- Assess, plan and implement improvements to:
 - Risk assessments on repairs matters
 - Repairs service structure and accountability
 - Reporting, tracking and learning from complaints
 - Escalation/interventions in serious cases
 - Intra service working on complex cases
- Improvements to audit and inspection of repairs services

Investigation – progress and timescales

- Ark Consultancy – started Wednesday 24th March, verbal report back Wednesday 7th April and written report Friday 9th April
- Interviews of staff and tenants starting today
- ToRs attached below, recommendations for follow up will be made
- Officers are beginning to scope options for improving the service