

# EAST AYRSHIRE COUNCIL

## NORTHERN AREA LOCAL COMMITTEE – 13 JANUARY 2004

### RECEIPTS FOR HOUSING REPAIRS ETC.

#### Report by the Executive Director of Neighbourhood Services

#### 1. PURPOSE OF REPORT

- 1.1 To provide information on proposals to introduce a system whereby receipts can be issued to tenants reporting housing repairs or any other Housing issues.

#### 2. BACKGROUND

- 2.1 At the meeting held on 28 October 2004, members of this Committee asked that consideration be given to the possibility of the Council producing receipts to tenants reporting repairs or other Housing related issues, noting that similar arrangements had been introduced in a neighbouring authority.

#### 3. PROPOSALS

- 3.1 Arrangements are now being made for a system to be introduced early in 2005, which will update existing arrangements whereby receipts can be issued on request. It is acknowledged that these arrangements are not widely used or publicised. Under the new scheme receipts will be issued automatically to tenants who report repairs either at Local Council and Housing Offices or by telephone, although in the latter course it is proposed that receipts will be issued only on request to minimise postage costs. Similar arrangements will be introduced for those tenants reporting other housing issues to the Council. Appropriate measures will be introduced to publicise the new arrangements to tenants and other service users.

#### 4. CONCLUSION

- 4.1 The new system will improve communication between the Housing Service, tenants and other service users and support the Council's Community Planning objectives.

#### 5. FINANCIAL / LEGAL / POLICY IMPLICATIONS

- 5.1 The cost involved in introducing these new arrangements can be met from agreed departmental budgets.

#### 6. RECOMMENDATIONS

- 6.1 To note the proposal to introduce a system of providing receipts for Housing repairs and other housing issues, as required, as outlined in Paragraph 3.1 of the report.

Chris McAleavey  
Head of Housing  
20 December 2004