

OVERVIEW AND SCRUTINY COMMITTEE - 22 JANUARY 2018

UPDATE ON RAYNE'S CLOSE

Summary

At its meeting on 24 July 2017, the Overview and Scrutiny Committee received a presentation from Thamesway Housing Limited (THL) which reviewed and detailed the outcomes of the Rayne's Close Development and the performance of the pioneering energy-efficient technology installed within the properties. The purpose of the review was to highlight key areas of consideration for future development projects undertaken by Woking Borough Council.

Ian Lelliott of THL will attend the meeting of the Overview and Scrutiny Committee to provide an update on the position of the properties in Raynes Close. For the benefit of the Members of the Committee, the relevant extract from the minutes of the meeting held on 24 July 2017 is attached.

Background Papers:

None

Reporting Person:

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REPORT ENDS

**Extract From the Minutes of the Meeting of the Overview and Scrutiny Committee
Held on 24 July 2017**

1. LESSONS LEARNT FROM THE RAYNES CLOSE DEVELOPMENT

The Chairman welcomed Ian Lelliot from Thamesway Housing Limited and Ms Alexa Crampton and Mr Gavin Huggins, residents of the Raynes Close development, to the meeting. Mr Lelliot gave a detailed presentation which set out the background to the Raynes Close development and outlined the issues that had faced the residents in respect of the pioneering energy efficient technology installed, including a heat exchanger, rain water harvester and the heating. A report had been prepared to support the presentation.

Ms Crampton was invited to outline the main issues faced by the residents since the development had been completed in 2011, in particular the poor communication between Thamesway and the residents. Whilst it was clear that some of the equipment was not fit for purpose, little had been done by Thamesway to address the issues. Servicing was sporadic, often limited to a cursory inspection and only ever reactive rather than proactive, despite significant charges being raised with the residents. In the case of the property occupied by Ms Crampton, both toilet mechanisms had been replaced five times, and a mains bypass had been installed because of problems with the rain water harvester.

Thamesway was aware of the issues but the service undertaken a week before had again been limited to a fifteen minute inspection. The water in the rain water harvester had now been stagnating for 18 months. Ms Crampton reported that, at a meeting in April 2017, Thamesway Housing Limited had offered to 'gift' the energy efficient technology to the residents. However, the residents did not consider the offer to be adequate in view of the problems faced by each property, and would result in the residents becoming responsible for any repairs. In advising the Committee of the issues, Ms Crampton referred to a list of problems which had been drawn up by the residents. It was agreed that the list would be circulated to the Members of the Committee.

The Members of the Committee were concerned with the issues raised and thanked both Ian Lelliot and Ms Crampton for the information they had provided. However, it was felt that, in view of the years of problems experienced by the residents, steps had to be taken to seek a resolution.

Councillor Davis moved and Councillor Chrystie seconded a proposal to request that a full investigation should be undertaken by Thamesway Housing Limited into the issues at Raynes Close, including poor communication with residents, and for the Company to bring a report to a future meeting of the Committee setting out proposals to address all the outstanding issues at Raynes Close. Such proposals were to include the replacement or removal of equipment where such equipment had been shown to be inefficient, unserviceable or broken. The proposal was welcomed by the Members of the Committee and it was

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RESOLVED

That Thamesway Housing Limited be requested to fully investigate the measures necessary to resolve the issues at Raynes Close, including poor communication with residents, and report back to the Overview and Scrutiny Committee with proposals setting out how all the outstanding

issues could be resolved, including where necessary the replacement or removal of inefficient, unserviceable or broken equipment.

