

**NOTICE OF MOTION – CLLR T AZIZ – INVESTIGATION INTO NEW VISION HOMES**

**SUPPLEMENTARY REPORT**

**Executive Summary**

At its meeting on 8 April 2021, the Council referred the following Notice of Motion to the Executive.

Councillor T Aziz

“Over the past few years, New Vision Homes has repeatedly shown itself to be unable to deal with housing issues in the properties they manage.

We all know of the NVH tenant who tragically took her own life in 2016 after battling mental and physical health issues exacerbated by the regular flooding of her home over 13 years,

In recently The Housing Ombudsman judgement criticizes severe Maladministration in case case where an elderly resident is left without heating or hot water for 3 years and council failed to take any appropriate action to resolve the situation and council has been fined £6000.

Thus, in light of some of the unacceptable failures in maintaining council properties, this motion calls for a thorough investigation into the causes of the failures, conducted by the chair of the O&S committee and a select cross-party panel appointed by the chair of O&S. This investigation will:

- I. Analyze the root causes of the failures.
- II. Hear from officers and portfolio holders, and
- III. Recommend steps going forward to ensure such events do not occur again.”

Officer Comment

“Following the meeting of Council on 8 April 2021, officers discussed the intention of the Notice of Motion in detail with Councillor Aziz to pick up on some key points. This centred around the significant work that is required to successfully and smoothly bring Housing Management and Asset Management services back in-house and to directly procure Housing Repairs and Maintenance works from 1 April 2022.

As a result of the discussions, Councillor Aziz supports an amended form of wording which addresses any concerns the Officers may have had. The Executive is therefore asked to recommend to Council that the Notice of Motion as set out below, and as amended by Councillor Aziz, is supported.”

**Notice of Motion – Cllr T Aziz - Investigation into New Vision Homes  
Supplementary Report**

Revised Motion:

Councillor T Aziz

“Over the past few years, New Vision Homes has repeatedly shown itself to be unable to deal with housing issues in the properties they manage.

Recently the Housing Ombudsman judgement criticizes severe Maladministration in a case where an elderly resident was left without heating or hot water for 3 years and council failed to take any appropriate action to resolve the situation and council has been fined £6000.

Thus, in light of these failures in maintaining council properties, this motion calls for the Council to learn from such cases as it plans its Housing Services for the period after the NVH contract ends in 2022. The lessons learnt, along with an improvement plan, should be reported to, and progress monitored through, the Housing Task Group to ensure that residents benefit from an improved service going forward.”

**Background Papers:** None.

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