

Questions from Citizens

PQ1

A citizen has asked the following question of the Portfolio Holder for Housing at the meeting of the City Council to be held on 4 March 2024

Please could you explain why Nottingham City Council Housing Services has got progressively worse since Nottingham City Council took it back under its control? It was not a good service before, but now it's truly poor. There are never ending queues, not only to get through to the Repair Call Centre but for tenants also to get essential work done (if at all). There are not enough operatives, high sickness rates, and many other problems. This results in a terrible knock-on effect for tenants, and at the same time rents and service charges go up considerably annually (7.7% rent increase plus an added 6.7% service charge increase this year as well as other charges). As social housing tenants, we have no way of making our voices heard. I would please ask how and when Nottingham City Council will improve these matters, as Nottingham City Council is now fully responsible?