

Committee – Cabinet Housing Committee

Date 16th July 2025

Public Questions (1 total)

1. Question from Ian Mason, Tenant Representative to the Cabinet Housing Committee

In the light of recent incidents involving the key-fob entry system which have resulted in residents' safety being compromised, compounded by technical issues resulting in residents being unable to gain entry to their homes, can I ask for an urgent update from the housing service. What remedial action is being taken? What mitigations are in place to protect residents' safety? & What is the timescale for this work to be completed?

Response from Caroline Walker, Director of Housing – Customer and Community Services

The issues at Monkscroft are being investigated. The key fob readers may be presenting an issue, and we are currently exploring options to rectify this and will keep the tenant representative informed.

Historically, there have been issues with network connectivity, these have been addressed by changing the network provider and replacing the modems and SIM cards in the area.

It is worth noting that if there is a breakdown on one of the doors/gates and residents are declined access, an electrician will attend and turn off the system so that tenants and leaseholders can access their properties. The contractor will attend to rectify faults with the door entry system within 24 hours, however, first time fix may not be possible if the equipment needs to be removed from site, repaired and then reinstalled.

We have known for a long time now that our equipment is very old and obsolete. I recommend that strong consideration be made to replace all of our existing doors, door entry systems and intercoms.

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