

# ITEM B4

**CITY BOARD**  
**18 OCTOBER 2012**

## **REPAIRS TEAM UPDATE**

Report of the Director of Investment & Regeneration

### **1. SUMMARY**

- 1.1 This report updates the City Board on the progress and developments the Repairs Team have made.

### **2. RECOMMENDATION**

- 2.1 To note and comment on the content of the report.

### **3. MATTER FOR CONSIDERATION**

- 3.1 The report details the operational improvements and transformational changes the Repairs Team continues to make.
- 3.2 Included in this report, are section updates, procurement plans, IT developments, and general transformational changes.

#### **Day to Day Repairs**

- 3.3 The performance of the team up until the end of September (Quarter 2 out turn) is:
- 99.63% of Appointments made were kept
  - 99.82% of Emergencies (2 hour) were completed on time
  - 99.34% of Very Urgent jobs (24 hour) were completed on time
  - 99.83% of Urgent jobs (5 days) were completed on time
  - 99.96% of Routine jobs (25 days) were completed on time
  - 100% of Planned Repairs (60 days) were completed on time
  - Customer satisfaction for September was 97.37% and 97.48% cumulatively for the first 6 months.
- 3.4 We have recently signed up to the Chartered Institute of Housing (CIH) Repairs Charter; which specifically focuses on responsive repairs.
- 3.5 The Charter is a flexible framework that helps organisations identify what outcomes a good quality repairs service can deliver.
- 3.6 Over the next few months we will be undertaking an assessment against the core principles and working closely with the DACP and Tenants Panel.

## **Gas Servicing**

- 3.7 A significant amount of work has been occurring in the Gas Team over recent months regarding addressing the peak and troughs in service anniversary dates and some legislative work we need to undertake. However I am extremely pleased to report, at the end of Quarter 2, 100% of all homes had a current gas certificate issued.

## **Void Repairs**

- 3.8 From April until the end of August we have completed work on 526 void properties (620 until the end of September) with an average cost of £1900 and taking an average 15 days to inspect and complete the works.
- 3.9 This is a significant improvement on an average repair cost of around £2200 last year, and is primarily down to new processes, improved sub-contractor rates, better supply chain arrangements, and reorganising the teams.
- 3.10 Over the next few months we will be looking at introducing pre-termination inspections to help improve the overall void process.

## **Kitchens & Bathrooms**

- 3.11 The team are on target to achieve the required numbers and have completed 177 kitchens and 224 bathrooms in the first 6 months of the year. Customer satisfaction in this area remains high at 96% and 97% respectively.

## **IT Developments**

- 3.12 An update on Open Contractor is covered in a separate report.
- 3.13 The project to utilise Keystone, Opti-time and Total Mobile to manage gas servicing appointments is continuing to progress.

## **Procurement & Supply Chain Arrangements**

- 3.14 Initial work has now started on procuring a medium to long term solution for our main materials supplier. Over the next few months we will be preparing specifications and working with the DACP to deliver a solution that works for Derby Homes.
- 3.15 Work is continually ongoing to improve the effectiveness of Imprest Van Stock, in order to achieve a 'Right First Time' service. This is being reflected in the improvements in performance, productivity and satisfaction levels.

## **Housing and Leaseholder Focus Group – Feedback**

- 3.16 There are currently four text messages sent to tenants advising of repair appointments and one text message if the tenant is not in, when we arrive to undertake the work.
- 3.17 The order of text messages are:

1. Text message - confirming repair appointment has been booked (same day).
2. Text message – reminder the day before the appointment is scheduled.
3. Text message – advising the operative is on route.
4. Text message – customer satisfaction.

The areas listed below have no implications directly arising from this report:

Consultation  
Financial and Business Plan  
Legal and Confidentiality  
Council  
Personnel  
Environmental  
Equalities Impact Assessment  
Health & Safety  
Risk  
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact the author.

Author: Mick Archer / Head of Repairs / 01332 888774 / Email Michael.archer@derbyhomes.org  
Background Information: None  
Supporting Information: None