

## **REPAIRS UPDATE**

Report of the Director of Investment & Regeneration

### **1. SUMMARY**

- 1.1 This report updates the City Board on recent progress and developments within the Repairs Team.

### **2. RECOMMENDATION**

- 2.1 To note and comment on the content of the report.
- 2.2 To approve the proposed repair priorities and timescales, in conjunction with implementation of the National Housing Federation Schedule of Rates.

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

- 3.1 The report produced in August updated the City Board regarding areas where the service is being modernised and specifically detailed new and pending, IT developments and supply chain arrangements. The report furthermore summarised general issues such as performance and gas team progress.

#### **IT Developments**

- 3.2 Open Contractor implementation is still on target, and the project team is working closely with IT, Finance and Repairs to ensure the system is 'fit for purpose'.
- 3.3 A project plan has been produced to implement the National Housing Federation Schedule of Rates (SORs) by the end of November 2011. As part of moving to the new SORs, we will also be introducing new diagnostic software for the Enquiry Centre and an improved on-line reporting facility for tenants.
- 3.4 We are also exploring when a repair is reported on-line, if the tenant can book / receive an appointment immediately, rather than someone calling back to make an appointment. This will help improve the customer experience and eliminate the administrative cost associated with booking the appointment through a call centre retrospectively.
- 3.5 As part of implementing the new SORs, it allows us to review and amend the existing repair priorities and timescales. Tabled below is the current priorities and timescales and proposed changes. The main changes are:
- Reduce routine repairs from 30 to 25 days
  - Reduce specialist repairs from 90 to 60 days

- Do not distinguish between internal and external urgent and non urgent repairs

### 3.6 Table 1: Current Repair Priorities and timescales

Priority	Timescale	Description
41	1	Emergency (2hour – make safe)
42	1	Very Urgent (24 hours)
43	7	Urgent (7 days)
44	30	Non urgent (30 days)
45	90	Specialist non urgent (90days)
46	5	Urgent external (1 week)
47	28	Non urgent external

### 3.7 Table 2: Proposed Repair Priorities and timescales

Priority	Timescale	Description
41	1	Emergency (2hour – make safe)
42	1	Very Urgent (24 hours)
43	7	Urgent (7 days)
44	25	Non urgent (25 days)
45	60	Specialist non urgent (60days)

## Supply Chain Arrangements

- 3.8 We are now working with our new suppliers to ensure vans are adequately stocked in order to achieve a 'Right First Time' approach and eliminate wasted travel time, therefore improving individual productivity and greater overall efficiency.

## Gas update

- 3.9 Phase two recruitment is virtually complete and all Gas Engineers except for one who is starting in October are fully operational. We have also now amalgamated the Service and Breakdown Engineers into one team, which gives greater flexibility and allows for better planning.
- 3.10 In September we had a 'Gas Safe' Inspection, which are normally annually or 'risk based', and given the fact we have registered a number of additional operatives in order to deliver the service in-house, prompted this inspection. The inspection primarily reviews the quality of our work, but also takes an overview of our administrative processes. I am pleased to report a very satisfactory outcome.

## Tenant Missed Appointments

- 3.11 Since 18 July 2011 we have been measuring the number of tenant missed appointments, and advising them via text messages that from January 2012, they will be charged £10 for every missed appointment.
- 3.12 During the first 9 weeks of this pilot, we have had over 500 tenant missed appointments.

## Performance

- 3.13 Tenant satisfaction with repairs was 94% in August against a target of 90% and a Quarter 1 outturn of 92%.
- 3.14 Appointments kept was 99.36% in August against a target of 98% and a Quarter 1 outturn of 99.17%. This is up nearly 2% at the same time last year.
- 3.15 The percentage of emergency repairs completed on time is up to 97.9%, from 97.4% against a target of 98.5%.
- 3.16 The percentage of 24 hour repairs is up to 95.70% from 94.9%.
- 3.17 Performance on urgent and routine repairs remains consistent and above target, whilst 90 day jobs are still 100% in time.

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, or Phil Davies, Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

Author: Mick Archer / Head of Repairs / 01332 888774 / [Michael.archer@derbyhomes.org](mailto:Michael.archer@derbyhomes.org)

Background Information: None

Supporting Information: None