

REPAIRS TEAM UPDATE

Report of the Director of Investment & Regeneration

1. SUMMARY

- 1.1 This report updates the City Board on the performance and progress the Repairs Team is continuing to make.

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 progress the Repairs Team continues to make.
- 3.2 Included in this report, are section updates, performance, procurement plans, IT developments, and other recent activity.

3.3 Day to Day Repairs

The performance of the team remains extremely good, with all PI's above target. Detailed below is the performance up until the end of September 2013 (Quarter 2):

- 99.70% of Appointments made were kept
- 100% of Emergencies (2 hour) were completed on time
- 99.85% of Very Urgent jobs (24 hour) were completed on time
- 99.81% of Urgent jobs (5 days) were completed on time
- 99.87% of Routine jobs (25 days) were completed on time
- 100% of Planned Repairs (60 days) were completed on time

3.4 Customer satisfaction – 99.42%

In September, customer satisfaction remained extremely positive at 99.42%. This is based on 1822 text messages sent to tenants who received a repair in September. The 11 dis-satisfied reasons are annexed appendix 1. In September we also received 20 compliments which are annexed appendix 2.

3.5 Gas Servicing & Electrical Testing

3.5.1 Gas Servicing Performance

It is extremely pleasing to report that at the end of Quarter 2, the team were 100% compliant. This includes 1 property where legal action is being pursued.

3.5.2 Electrical Testing

Work is on-going to complete the backlog of properties requiring an 'Electrical Installation Condition Report' (EICR), owing to changes in regulation. At the end of Quarter 2 the team remained ahead of target.

3.6 Void Repairs

During the first six months the number of voids received and completed has increased by 19% on last year. From April until the end of September (Quarter 2) the team completed 738 voids compared to 620 in 2012/13 (for the same period). However despite the increase, the team are still completing the work in 15.7 days (average) and owing to improved processes and supply chain arrangements the average cost has reduced.

3.7 IT Developments

Progress continues to be made in improving the functionality of the various systems. Further improvements will be made, to the operational delivery once the new major materials supplier is selected.

3.8 Procurement & Supply Chain Arrangements

The major procurement exercise regarding building materials is continuing to progress. We have completed evaluating 5 Pre-Qualification Questionnaires (PQQ's) and shortlisted 4 to tender. Preliminary submissions are due back on 4 November 2013 after which Competitive Dialogue will commence.

3.9 We have recently been working with DCC regarding setting up Service Level Agreements (SLA's) for them to undertake both Void Cleaning and Clearances. The proposed rates supplied by DCC are competitive with our current external contractors and hopefully by the end of November this will be formalised.

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:

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Background Information: None

Supporting Information: None

The following lists the dis-satisfied reasons requiring action for the Repairs Team:

CSM	REASON
82431	New worktop was damaged by plumber when refitting the sink.
82433	Plastering repair to ceiling couldn't be done as repair to leak in flat above hadn't been done.
82434	Cupboard door still not fitted as wrong one sent again. This has been going on since May.
82458	Repair done to wc, now isn't flushing properly
82459	Not happy because shower could not be repaired when they called out.
82701	We have replaced one broken wall tile in the bathroom but tenant wants whole bathroom re-tiling.
82777	Joiner attended to repair front door hinge. Joiner didn't have the item that was needed for the repair and has not been back to complete the job.
82861	Base unit and worktops replaced, sealant needs redoing.
82883	Not happy as repair to roof leak still not done.
82889	Repair to front door not completed.
82920	Repairs to the front door weren't done as tenant expected - he was expecting draught strip to be all around the door not just at the bottom

Appendix 2

The following lists the compliments received in September:

CSM	REASON
82440	Thank you very much for the repair Herbert
82442	I was very happy, thank you
82443	Very satisfied thank you very much
82446	I was happy with the work done
82448	The service was brilliant
82449	I was extremely impressed with the speed in which you attended and resolved the issue.
82450	Very happy thank you
82452	I am happy
82627	The 2 people that came here were so nice , have done a good job , of all your workers like this you have no problems thank u to them
82735	I was very happy thanks you
82737	Happy
82738	Happy
82739	He was cool
82740	Very good
82776	I was very happy thanks
82835	Happy
82837	It is all ok work good thank you
82846	Very satisfied very polite workman
82847	Very satisfied very polite workman
82849	I was very happy with the service gentleman was very polite and helpful thank you