

ITEM B2

CITY BOARD
22 AUGUST 2013

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 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.

Day to Day Repairs

- 3.3 The performance of the team remains extremely good, with all PI's above target. Detailed below is the performance up until the end of July 2013:

- 99.65% of appointments made were kept
- 100% of emergencies (2 hour) were completed on time
- 99.89% of very urgent jobs (24 hour) were completed on time
- 99.95% 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 – 99.29%

- 3.4 In July, customer satisfaction remained extremely positive at 99.29%. This is based on 1650 text messages sent to tenants who received a repair in July. The 12 dis-satisfied reasons are annexed appendix 1. In July we also received 12 compliments which are annexed appendix 2.

Gas Servicing and Electrical Testing

- 3.5 Gas Servicing Performance - It is extremely pleasing to report that at the end of Quarter 1, the team were 100% compliant.

- 3.6 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 1 the team were slightly ahead of target.

Void Repairs

- 3.7 Over the past few months the number of voids received and completed has increased by 16% on last year. From April until the end of July the team completed 478 voids compared to 413 in 2012/13 (for the same period). Reasons for the increase are being explored and further information will be brought to a future City Board meeting if required. However despite the increase, the team are still completing the work in 15 days (average) and financially remain within the original forecasted budget.

IT Developments

- 3.8 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.

Procurement & Supply Chain Arrangements

- 3.9 The major procurement exercise regarding building materials is continuing to progress. We are currently evaluating 5 Pre-Qualification Questionnaires (PQQ's) and expect the tender to be issued in September and Competitive Dialogue to commence in October.
- 3.15 The team have started procuring new Sub-contractor arrangements, and new contracts will be in place by November 2013.

Efficiency East Midlands (EEM)

- 3.18 We have recently taken part in a Repair's benchmarking exercise carried out by EEM. The results show we offer a good quality service at a competitive cost.

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.

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Background Information: None
Supporting Information: None

Appendix 1

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

CSM	REASON
81425	Plumber couldn't do anything as problem intermittent, another order was raised
81430	2 separate orders raised for repairs to same door
81437	Plumber didn't report that new taps were required
81514	3 different plumbers been and job still not fixed
81538	Electric socket in bedroom still not working
81549	Joiner didn't do door handles and referred to Elvidges
81552	Not happy that electrician attended when shower under guarantee
81573	2 separate repairs for gates
81803	Tiles put on wonky
81804	Joiner couldn't repair garage door
81830	Repair to shower not done 1 st time
81435	Plumber just pulled out remnants of external tap

Appendix 2

The following lists the compliments received in July:

CSM	REASON
81479	Very happy with service
81521	Happy with service
81539	Everything was fine thank you
81574	I was very happy with the service
81575	Did a wonderful job
81576	I was very happy with the service
81577	Thank you very much Derby Homes for excellent job carried out today, so happy with the service
81578	Electricians excellent – AM receptionist rude
81858	Service was good, he was fast and did a good job (Mick Quinn, plumber)
81584	Job done brilliant, man deserves a bonus (Lee Bodell)
81581	Been very happy with repair, done a good job
81585	We are happy thanks