

**CITY BOARD
28 FEBRUARY 2013**

ITEM B6

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 are 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 changes the Repairs Team continue 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 remains extremely good. Detailed below is the performance up until the end of December (quarter 3):
- 99.55% of Appointments made were kept
 - 99.81% of Emergencies (2 hour) were completed on time
 - 99.44% of Very Urgent jobs (24 hour) were completed on time
 - 99.88% of Urgent jobs (5 days) were completed on time
 - 99.96% of Routine jobs (25 days) were completed on time
 - 99.96% of Planned Repairs (60 days) were completed on time
 - Customer satisfaction – 98.49%
- 3.4 In December customer satisfaction was 98.95%. This is based on 1416 text messages sent to tenants who received a repair. In terms of tenants dissatisfied the 15 responses are included in appendix 1.
- 3.5 With regard to these, the Head of Repairs has asked the Performance Team to review what is classed and included in the satisfaction results, as clearly some of the 15 are not related to the last day to day repair carried out – which the text message requests.

Gas Servicing and Electrical Testing

Performance

- 3.6 It is extremely pleasing to report that at the end of December 2012 (quarter 3) the team were 100% compliant.

Gas Legislative Works

- 3.7 In December it was reported the Gas Team are undertaking a number of pieces of work which are the subject of recent Gas Regulation changes. The most urgent of these are well over 90% complete, with the remainder going through a robust access process.
- 3.8 Once complete the team will continue with additional flue works relating to support clips and re-routing of flues which pass through multiple properties.
- 3.9 Work has now commenced on the backlog of properties requiring an 'Electrical Installation Condition Report' (EICR), owing to changes in regulation. Over the next 12 months a significant amount of work will be undertaken to achieve this and the team will be working alongside the Gas Servicing Department to achieve combined appointments

Void Repairs

- 3.10 From April until the end of December we have completed work on 876 void properties with an average cost of £1900 and taking on average 10.4 days to inspect and complete the works.
- 3.11 In order to make further improvements, the team has started trialling material deliveries to site.
- 3.12 The pre-termination inspection process is continuing to help improve the overall void process. It allows the Voids Team to identify potential rechargeable repairs that the tenant can rectify before their tenancy ends and also plan in the other void work required.

Kitchens & Bathrooms

- 3.13 The team remain on target to achieve the required numbers and have completed 289 kitchens and 319 bathrooms up to and including December. Customer satisfaction in this area remains high at 98% and 96% respectively.

IT Developments (Open Contractor)

- 3.14 The Open Contractor Team are continuing to improve the functionality and operational benefits:
- 3.15 The team are visiting a number of materials suppliers to establish what IT solutions are already in place and what innovations are been developed in preparation for our new materials supply tender.

- 3.16 The team are now starting to individualise 'Imprest Van Stock' (IVS) based on usage reports that are being generated out of OC. This will help improve productivity and 'Right First Time'.

Procurement & Supply Chain Arrangements

- 3.17 The major procurement exercise regarding building materials is continuing to progress. The team have been preparing a very detailed specification that takes account of current and potential future requirements.
- 3.18 The team have also developed several operational reports with our three major suppliers to review operative spend and time at merchants compared to IVS utilisation.

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

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