

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.

3. MATTER FOR CONSIDERATION

- 3.1 The report produced in October updated members regarding areas where the service is being modernised and to seek approval to change the timescales of certain repair priorities in conjunction with the implementation of the National Housing Federation – Schedule of Rates.
- 3.2 This report provides further updates on progress in terms of IT developments, performance and the recent 'Quality Control' audit on the Gas Team.

IT Developments

- 3.3 Open Contractor implementation remains on target. The Project Team have started testing the various functionality. The team are also working closely with our major materials suppliers to ensure the interfaces for stock control are appropriate.
- 3.4 The National Housing Federation – Schedule of Rates implementation is still on target for a go-live on the 6 December 2011. A considerable amount of work and training has been undertaken within the Repairs and Enquiry Centre Teams, to ensure it meets Derby Homes requirements.
- 3.5 The Head of Repairs also met with members of the DACP to provide a demonstration of Locator Plus and share the new priorities and repair categories.

Supply Chain Arrangements

- 3.6 Since the implementation of Imprest Van Stock amongst the Electricians, we are starting to see an increase in the number of jobs completed daily. This has now started to be rolled out to all trades within the team. The overall benefit of 'Imprest Van Stock' and delivering a 'Right First Time' service will not be fully realised until all the new vans have been procured, and Open Contractor is fully functional.

Gas update

- 3.7 Phase two recruitment is complete and the team are fully operational.
- 3.8 In November we received an extremely positive report from our independent Quality Assurance Inspectors. In their report they acknowledged that *“the improving audit results are a reflection of the efforts by managers and supervisors to ensure high quality workmanship and safe gas installations”*.

Tenant Missed Appointments

- 3.9 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.
- 3.10 From July up until the 25 November we have had 1159 tenant missed appointments.
- 3.11 We are aiming to start the recharging from 30 January 2012.

Performance

- 3.12 The performance information below is for the first 6 months (Quarter 2 outturn):
- Tenant satisfaction with repairs was 93% against a target of 90%. This is up by over 10% at the same time last year.
 - Appointments kept was 99.36% against a target of 98%. This is up nearly 2% at the same time last year.
 - The percentage of emergency repairs completed on time is up to 98%, against a target of 98.5%.
 - The percentage of 24 hour repairs is up to 96.10% against a target of 98%. This is up nearly 10% at the same time last year.
 - Performance on urgent and routine repairs remains consistent and above target, whilst 90 day jobs are at 99.5% in time.

Repairs Undertaken

- 3.13 At the last City Board (22 October 2011), members requested an overview on the number and type of repairs undertaken. This is annexed as Appendix 1.

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 – Phone: 01332 888528

Author: Mick Archer / Head of Repairs / 01332 888774 / Michael.archer@derbyhomes.org

Background Information: None

Supporting Information: None

Repairs Undertaken April – October 2011

Priority	Number of Jobs Completed	% Completed on Time
2 Hour Repair	1614	98.10%
24 Hour Repair	4568	96.40%
5 Working Days	4323	97.40%
30 Working Days	6670	97.40%
90 Working Days	496	99.00%
	TOTAL 17,671	
Definition of Priority	Typical or Most Common Repairs	
% of emergency repairs carried out (attend and make safe within 2 hours and complete in 24hrs) (41)	Leaking water pipes (Uncontainable) Loss of electrical power Gas leak	
% of very urgent repair (complete within 24 hours) (42)	Loss of heating (Winter months) Roof leaks (Uncontainable) Security of property	
% of urgent repairs completed within 5 working days (43)	Leaking waste pipes Light failure (lounge, bedroom) Faulty shower where bath available	
% of non urgent repairs completed within 30 working days (44)	General Joinery work Plastering Non urgent leaks (dripping taps)	
% specialist non urgent repairs completed within 90 working days (45)	Renewing kitchen units Joinery work requiring manufacturing of materials (fencing) Specialist ordered parts	

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