

**CITY BOARD  
20 JUNE 2013**

# **ITEM B2**

## **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 April 2013:

- 99.50% of Appointments made were kept
- 100% of Emergencies (2 hour) were completed on time
- 100% of Very Urgent jobs (24 hour) were completed on time
- 100% of Urgent jobs (5 days) were completed on time
- 100% of Routine jobs (25 days) were completed on time
- 100% of Planned Repairs (60 days) were completed on time
- Customer satisfaction – 98.65%

- 3.4 In April, customer satisfaction remained extremely positive at 98.95%. This is based on 1846 text messages sent to tenants who received a repair in April.

#### **Gas Servicing and Electrical Testing**

- 3.5 Gas Servicing Performance - It is extremely pleasing to report that at the end of April 2013, the team were 100% compliant.
- 3.6 Smoke Alarms - The Gas Service Engineers are now testing smoke alarms as part of the annual gas safety check and replacing faulty alarms where required.

- 3.7 Gas Legislative Works - Excellent progress has been achieved with the installation of hatches to inspect boxed-in flues, 95% complete. The remainder will be done in-conjunction with other repair work or servicing.
- 3.8 The programme of work where flue re-routes are required is underway at the rate of 8 per week.
- 3.9 Once complete the team will continue with additional flue works relating to support clips.
- 3.10 Electrical Testing - Work is on-going to complete the backlog of properties requiring a 'Electrical Installation Condition Report' (EICR), owing to changes in regulation. In April 702 properties were completed.

### **Void Repairs**

- 3.11 In April 103 void properties were repaired, taking on average 17 days to complete the work.

### **IT Developments**

- 3.12 The Open Contractor Team are continuing to improve the functionality and operational benefits and have started upgrading the system.
- 3.13 Over the next few months we will be upgrading Opti-time (now DRS) to version 5, which will have additional operational functionality and enable detailed performance information to be produced.

### **Procurement & Supply Chain Arrangements**

- 3.14 The major procurement exercise regarding building materials is continuing to progress. The OJEU notice will be placed at the end of June.
- 3.15 The team have started procuring new Sub-contractor arrangements, and new contracts will be in place by November 2013.

### **War Memorial Village (WMV)**

- 3.16 We have already established an excellent working relationship with the Trustees of the WMV. Operationally, the Head of Repairs has met with the WMV Chairman and agreed how works will be ordered and charged.
- 3.17 The Head of Repairs has been invited to the AGM on 17 June 2013, to discuss a Gas Boiler replacement proposal, owing to the age and efficiency ratings of the current boilers.

### **Efficiency East Midlands (EEM)**

- 3.18 Throughout June we will be taking part in the EEM benchmarking exercise.

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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