



PROPERTY MAINTENANCE

Shaun Taylor, Operational Team Leader
John Tomkinson, Operational Team Leader

APSE Housing and Building
Maintenance Seminar 2021

Introduction

- Based at McCalls Avenue Business Centre, Ayr
- South Ayrshire Council's 'In-House' maintenance team
- Our work covers Housing Repairs and Public Building Repairs.
- Highly trained workforce, ready for the future

Recent Changes

- Restructure
 - 2 Business Units
 - Operational Team Leaders
 - Technical Officers

Continued Investment in Training

- Apprentice Programme
- Work Out Programme
- Employability Programme



Impact on Performance

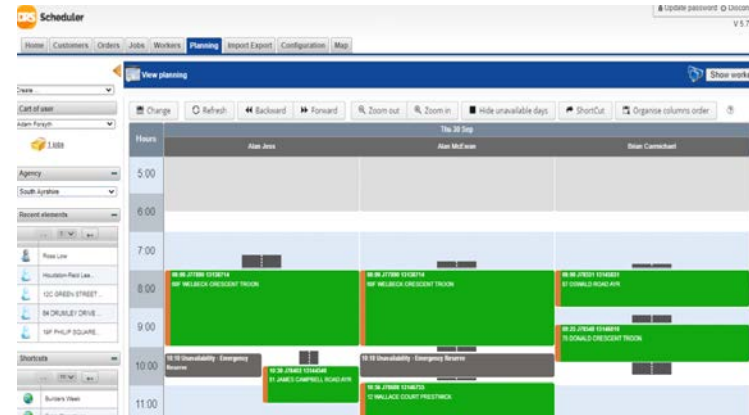
- Emergency Repairs (complete within 4 hours)
 - HRA 2017/18 93.62%
 - HRA 2020/21 95.89%
- Urgent Repairs (complete within 3 days)
 - HRA 2017/18 99.26%
 - HRA 2020/21 99.66%

South Ayrshire Property Maintenance - Service Improvement Journey



Recent Changes

- Introduction of Work Scheduling System
 - DRS
 - Team of Planners



Previous Process

- Tenant phones in repair to customer services
- Customer services phone our admin
- Paper job ticket printed in our office
- Admin phone around operatives for availability
- Operatives attends job
- Operative submits paperwork
- Operatives paperwork matched to original job ticket held in office
- All paperwork then submitted to finance for charging

New Process

- Tenant phones in repair to customer services
- Repair automatically generates on our Direct Resource Scheduling System
- Planner allocates job to operative based on location and availability
- Operative receives job on handheld tablet
- Operative attends job
- Completes tablet and information automatically sent to finance for charging

empty cart

Agency: South Ayrshire

Recent elements

- 1569201/1
- 1568676/1
- 1569127/1
- 1568335/1
- 1564896/1

Shortcuts

- Builders Week
- Craig Operatives ...
- Darren Operatives...
- Electrician Day
- Electricians EM D...
- Joiners Day
- Joiners EM Day
- Joiners EM Week
- Joiners Week
- Plasterers Week
- Plumbers Day

Hours	Alan Jess	Alan McEwan	Ross Graham	Sean Reilly
6:00				
7:00				
8:00	08:05 J78346 13143949	07:36 J78396 13144478 148 ANNPIT ROAD AYR	08:00 J77553 13135078 34E FENWICKLAND AVENUE AYR	07:53 J78567 13146643 21 GREGG PLACE GIRVAN
9:00	08:13 J78252 13143013 55 WOODLANDS CRESCENT AYR	08:35 J78230 13142731 148 RUSSELL DRIVE AYR	08:49 J78264 13143118 42 WESTWOOD AVENUE AYR	
10:00	09:35 J78513 13145658 12 ARGYLE PARK AYR	09:15 J78653 13147174 122 KINGS PARK DRIVE AYR	09:52 J78605 13147031 27A NEW ROAD AYR	
11:00		11:30 J78516 13145891	11:09 J78581 13146474 18 CHURCH COURT AYR	10:58 J78530 13145828 45 BIRCH TERRACE GIRVAN
12:00	11:45 J78663 13147327 96 WESTWOOD AVENUE AYR	11:45 J78676 13147471 125A LOGAN DRIVE TROON	12:15 J78684 13147624 32 THORNWOOD AVENUE AYR	
13:00	13:01 J78668 13147385 Campbell Court - Block 1 AYR			12:54 J78665 13146612 Bryants Close - Block 1 MAYBOLE
14:00	14:00 J78431 13144818 Ledside Road - Block 1 AYR	13:40 J78695 13147718 George Street - Block 1 AYR	13:50 J78691 13147678 11 DALMILLING CRESCENT AYR	
15:00		15:27 J78617 13146867 Macadam Place - Block 1 AYR	14:46 J78634 13135078 34E FENWICKLAND AVENUE AYR	14:42 J78347 13143918 Croone Street - Block 1 MAYBOLE
16:00				

Impact on Performance – Post Lockdown

- HRA Emergency Repairs - Average Time Taken
 - April 2021 2.58 hours
 - May 2021 3.11 hours

Opportunities to increase the variety of work carried out

- Increasing variety of work that we can carry out
 - Oil boiler/solid fuel servicing
 - Non-Licensed Asbestos Removal
 - Gas Servicing
 - Central heating replacement programme
 - Owner occupier repairs
 - Private sector working
- Maintaining Jobs/Increasing Workforce



Any Questions

