



PROPERTY MAINTENANCE

William Andrew, Service Lead Property Maintenance
Heather Michael, Systems Technician

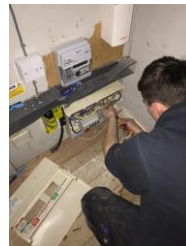
APSE Scotland Building and Housing
Seminar 2022

Background and Context to the service

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

Background and Context to the service

- Apprentice Programme
 - numbers increased over the last 5/6 years
 - current number is 21
- Work Out Programme
- Employability Programme





South Ayrshire's Building Maintenance Best Performer Journey



Our Main Areas of Focus

- Restructure
 - 2 Business Units
 - Service Co-ordinators
 - Operational Team Leaders
 - Technical Officers

Our Main Areas of Focus

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

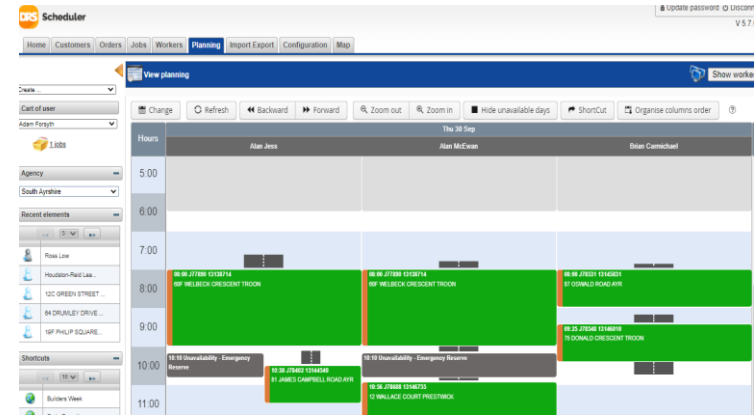


South Ayrshire's Building Maintenance Best Performer Journey



Our Main Areas of Focus

- Introduction of Work Scheduling System
 - DRS
 - Team of Planners
 - Operatives using Tablets





South Ayrshire's Building Maintenance Best Performer Journey



Our Main Areas of Focus

- Performance
- Jobs carried out on target
- Priority Working/Void Repairs



The Importance of using data to ensure high levels of performance

- 10th year of data submissions
- Submission spreadsheet seemed very daunting at first
- Network of people within Council who provide information
- Create backup information sheets each year, helpful for data validations



The Importance of using data to ensure high levels of performance

- APSE Reports helped to shape future direction of service
- Able to monitor trends
- Provided us with contacts for best practice
- Network Queries provided valuable information
- Extensive training programme carried out with APSE – Frontline Supervisory Skills, Managing Programmes in Local Government



The Importance of using data to ensure high levels of performance

- Emergency Repairs
- Non-emergency Repairs
- Void Repairs
- Public Building Repairs



South Ayrshire's Building Maintenance Best Performer Journey



Any Questions

