

SCOTTISH SOCIAL HOUSING CHARTER PERFORMANCE

Best Practice within Repairs Service-
Housing Quality and Maintenance

Maintenance Service Housing

- ❑ 2013-14
 - ❑ Housing and Public Building repairs.

 - ❑ 106 craft operatives
 - ❑ 16 apprentices
 - ❑ 7 coordinators.

 - ❑ Turnover in 2013-14 £7.25m
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Scottish Social Housing Charter Performance 2013-14

□ 5000 council houses

□ 4 Response repair categories:

- P0 Emergency 4 hours
 - P1 Lesser Emergencies 24 hours
 - P2 Urgent 5 working days
 - P4 Routine 20 working days
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Average length of time to complete emergency repairs – Indicator 11

The total number of hours taken to complete all emergency repairs **12961**

The total number of emergency repairs completed in the last year **6779**

Hours **1.91**

How did we compare:

Best Worst Average

1.91 19.37 7.4

Repairs completed with 4 hours

Actual Target

99.69% 100%

Average length of time to complete a reactive repair. Indicator 12

The total number of working days taken to complete all non-emergency repairs. by;	103,952
The total number of non emergency repairs completed in the last year	<u>15,430</u>
	<u>6.74</u>

Days

How did we compare Days:

			Actual	Target	
Best	Worst	Average	P1 24 hrs	98.58%	99.0%
3.08	17.41	10.01	P2 5 days	91.48	92.0%
			P4 20 days	85.68	87.0%
			Overall	89.5%	89.0%

Response Repairs Comparisons

	<u>2013-14</u>	<u>2012-13</u>	<u>2011-12</u>	<u>2010-11</u>	<u>2009-10</u>
% of Emergency to total jobs	29.47%	31.17%	31.15%	33.58%	32.97%
% of next day jobs to total jobs	10.35%	11.17%	10.50%	12.24%	11.37%
% of 5 day jobs to total jobs	25.57%	24.58%	23.47%	22.92%	25.73%
% Of 20 day Jobs to total jobs	34.61%	33.07%	34.90%	31.25%	29.93%
% of Emergency & Next Day Jobs to Total Jobs (0 +1)	39.82%	42.34%	41.65%	45.83%	44.35%
Percentage of all jobs to be completed within a week	65.39%	66.93%	65.11%	68.75%	70.07%

2014-15

% of Emergency & Next Day Jobs to Total Jobs (0 +1)

25% reduction with the increase going to 5 and 20 day repairs

Repair Centre 2013-14

Opened April 2013 –Single Repair System

Prior to Repair Centre – Contact Centre, various sections in Housing, Property Contracts and local Offices.

104 people raising repairs 2011/12

98 people raising repairs 2012/13

Current repair Centre Staff:

1 Repair Centre Coordinator

5 Repair Centre Advisors

3 Planners

2 Co-ordinators on a rota

Repair Centre

Property Maintenance (Public Buildings), Property Contacts Unit (PCU), Housing Investment , Operations and Homeless are different services, each working separately, dealing with repairs.

The Maintenance Service is an amalgamation of the repairs function within these areas into one joined up repairs service, from initial repair request, through to completion and invoicing including many other links in the repair chain.

The purpose in bringing together all aspects of repairs is to create a specialised repair service to our customers, with processes being as efficient as possible with no client/contractor split unless agreed.

Introduction of Appointments and Work Scheduling

Mobile Working

Percentage of Properties requiring a gas safety record. Indicator 15

- No of properties with gas 4697
 - No of gas safety records held 4697
 - Percentage 100%
 - No of prop. actioned for forced access 255 - 5.43%
 - No of prop. access forced and locks changed 32- 0.68%
 - Robust 5 step process for managing access.
 - Dedicated programme maintenance software.
 - Automatic generation of jobs based on the service due date
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Percentage of reactive repairs completed right first time Ind.13

2013/14	
Total Repairs Completed	15430
Minus Excluded Repairs (Table A total)	2282
Relevant Repairs Total (Ind 1 minus 2)	13148
Minus Repairs Not Right First Time (Table B total)	1700
Repairs Completed Right First Time (Ind 3 minus 4)	11448
Percentage of Repairs Right First Time	87.1

Best Worst Average
100% 62.27% 87.2%

Customer Satisfaction- Indicator 16

- % of tenants who have had repairs and maintenance carried out in the last 12 months satisfied with the service.

Best	Worst	Average	Clacks.
99.05%	62.36%	86.1%	87.86%

Repair cards and mobile questionnaires

Satisfaction level with the overall service	99.35%
Leaving properties in an acceptable condition	97.94%
Satisfaction levels with workmanship	98.97%

Current Challenges

- ❑ Restrictions on Recruitment
 - ❑ Operating at cost – Thinking differently
 - ❑ Targets and Priorities
 - ❑ Decreasing Budgets.
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% of stock meeting the Scottish Housing Quality Standard Ind. 17

- How did we compare:
 - Best Worst Ave. Clacks
 - 96.3% 62.1% 84.4% 90.8%

 - The largest proportion of rent tenants pay goes towards repairing and maintaining the housing stock

 - 382 properties exempt.
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Investment

□ In 2013-14

- 1197 Replacement Bathrooms.
 - 63 Disabled bathroom adaptations.
 - 13 major disabled adaptations.
 - 19 secure door entry systems.
 - 320 central heating replacements.
 - 257 Asbestos removals
 - 43 Kitchens
 - 82 Front doors replaced.
 - 33 Flats refurbished.
 - 1 Full house conversion.
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Update on Programme 2014/15

➤ Kitchen Replacement	40 houses
➤ Bathroom Replacement	810 houses
➤ Secure Door Entry Systems	56 properties.
➤ Safe Electrical Wiring	260 houses
➤ Periodical Electrical Testing	300 houses
➤ Property Adaptation and Extension	55 houses
➤ Central Heating Upgrade	300 houses.
➤ Upgrade of Roof Fabric	45 props.
➤ Upgrade of wall fabric	5 common blocks of flats.
➤ Non Trad. Props.– Ext.Thermal Wall insulation & fitting of PV Panels.	193 houses
➤ Door Replacement	40 houses.
➤ Rear garden Fence Renewal	191 houses in Bowmar Alloa
➤ Window Replacement	40 houses
➤ Upgrade to Ex-Sheltered flats, Common Areas	19 Units
➤ Structural Upgrade Works - Fire Restoration	1 house

Investment Challenges

Multi tenure blocks involving shared owners. Shared owners reluctant to participate in preventative upgrade works

Common door secure door entry programme - shared owners reluctant to participate in upgrade works .

Fabric upgrade - Roof and Wall upgrade . Significant Capital investment since 2002 has been focused on internal upgrades such as kitchen , bathroom and central heating replacement . Programme post 2015 is targeting largely external works .
