

ST LEGER HOMES OF DONCASTER LTD

Company limited by guarantee registered in England
Company Number 05564649

Joint Area Board Meeting

REPORT

Date : 12 November 2007

Item : 3

Subject : **Effective Operation of Building Services**

Presented by : **Paul Hopkinson**
Director of Property Services

Prepared by : **Sharon Adam and Paul Lightfoot**
Assistant Directors

Purpose : To update the Area Boards on the operation of Building Services

Recommendation: That the Area Boards note the information contained in this report.

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**To the Chair and Members of the
ST LEGER HOMES OF DONCASTER BOARD**

**Agenda Item No. 3
Date: 12 - Nov - 2007**

1. Report Title

1.1 Effective Operation of Building Services

2. Purpose

2.1 The purpose of this report is to advise the Area Boards of the operation of Building Services, in relation to responsive repairs, empty homes and gas servicing. The source information in this report has been provided from the TASK system.

3. Recommendation

3.1 That the Area Boards note the information contained in this report.

4. Performance Information

4.1 Average time to complete voids

Chart 4.1 indicates the length of time keys are held for void works on a weekly basis. As of the 1 October 2007, the total days keys were with the Empty Homes Section was 11.29 days – this is cumulative from April 2007. The target for Building Services is 19 days, the out turn for 05/06 was 54.75 days and the out turn for 06/07 was 23.31 days.

4.1.1 Reality checks Score.

Chart 4.1.1 indicates the results from Rounds 9 to 11 of reality checks on empty homes. Due to the suspension of allocations following the floods in late June and early July there has been a requirement for additional garden clearance and cleaning of the properties remaining in the backlog – this has now been resolved. The scoring system for reality checks on empty homes has also changed to a three-point system. Themes are now scored as 'Good' (3 points), 'Satisfactory' (2 points) or 'Poor' (1 point).

4.2 Contact Centre average waiting time

As can be seen by the chart the average waiting time for a call to be answered since April 2007 is generally at a consistent level that is within the target of 25 seconds. There has been an occasional problem in late June due to the flooding and the volume of calls received during that period has had a negative impact of the performance for the whole week.

4.2.1 Abandoned calls

The chart shows the abandoned call performance from April 2007. As with the average waiting time performance, the volume of calls due to the flooding situation in late June 2007 impacted on this target, particularly the week beginning 25th June where the outturn was 8%.

4.3 Responsive repairs in timescale

In response to the flooding at the end of June – priority was given to emergency work which accounts for the dip in performance in the first week of July 2007. The cumulative performance from April 2007 for repairs completed in timescale is:

Cat A – 2 Hours – average 1.43 hours

Cat B – 24 hours – average 20.27 hours

Cat C – 5 working days – average 3.08

Cat D – 20 working days – average 18.94 days

4.4 Responsive repairs- right first time

This is measured from the tenant making the appointment to actual completion of that appointment where no other actions or appointments have to be made to complete the repair. For March 2007 the % of responsive repairs completed first time was 87.17%. For April 2007 it was 87.4% and 89.5% for May 2007.

4.5 Customer Satisfaction

The results of the overall satisfaction percentage from the post tenancy survey results are attached at chart 4.5.

The customer satisfaction for repairs in September 2007 was 94.42% – this information has come from the results of the telephone survey carried out daily from the contact centre.

4.6 Gas servicing

All properties on the gas servicing lists were visited by the end of March 2007 - so the total annual servicing target was met. At the end of September 2007 63% of the annual program had been completed and 99.83% of properties had a current landlord's certificate (CP12), 25 where no access has been provided and have been more than 12 months since their last service – these are all in the gas no access process. The longest time since the last service was completed in these outstanding properties is 16.5 months.

5 Staff numbers

Empty Homes and Services – 193

Repairs - 219.5 full time staff

6 Average job costing

TASK final reports for job costing completed and the results are shown at appendices 6.1 for repairs excluding empty homes and 6.2 for empty homes.

6.1 Average Job costing – repairs (excluding empty homes)

This chart indicates the average cost of repair jobs since the beginning of April.

6.2 Average Job costing – Empty Homes

From the 24th September all reports are on actual costs (labour and materials) – before this report was completed the figures reported were on the schedule of rates cost.

7 Programmes and Projects.

Empty Homes:

Review of empty homes property standard completed with consultation of staff, recent tenants, Standing Joint Committee of DFTRA and DMBC.

Repairs – Introduction of an automated appointment scheduling system (OPTITIME) is planned for November 2007 - this will increase the productive time of repairs operatives.

8 Initiatives.

Partnership projects with South Yorkshire Fire and Rescue to install smoke detectors in empty homes, PowerGen to install upto 6 low energy lights and Yorkshire Water to install water saving devices in cisterns – this may result in savings of £96,000 in electricity, 64,000 kg of Carbon emissions and 8 Million litres of water for the new tenants.

Gas Servicing – arrangements are now in place for our gas fitters to check existing smoke detectors during the gas service.

9. Report Author

Name Sharon Adam & Paul Lightfoot

Title Assistant Directors

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10. Background Papers

10.1 Appendix

Graphs of performance for Empty Homes and Services and Responsive Repairs