

# **ST LEGER HOMES OF DONCASTER LTD**

Company limited by guarantee registered in England  
Company Number 05564649

## **Joint Area Board Meeting**

# **REPORT**

**Date** : 14 May 2007

**Item** : 5

**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. 5  
Date: 14- May - 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 26 March 2007, the total days keys with the Empty Homes Section was 23.31 days – this is cumulative from April 2006. The target for Building Services is 26 days and the out turn for 05/06 was 54.75 days.

**4.1.1 Reality checks Score.**

Chart 4.1.1 indicates the results from Rounds 4, 5 and 6 of reality checks on empty homes. The latest 2 rounds of reality checks indicate an overall satisfaction level of 100%, which is an increase of 11% on the round 4.

**4.2 Contact Centre average waiting time**

Chart 4.2 indicates the average waiting time for the contact centre to answer a customer's call. Over the period of February 12<sup>th</sup> to 13<sup>th</sup> April 2007 the average waiting time was 59 seconds; the shortest time was 12 seconds and the longest 269 seconds.

Significant improvements with performance have been made in March as shown below:

1<sup>st</sup> March – 197 seconds

2<sup>nd</sup> March – 51 seconds

5<sup>th</sup> March - 125 seconds

6<sup>th</sup> March – 86 seconds

7<sup>th</sup> March – 28 seconds

8<sup>th</sup> March – 85 seconds

9<sup>th</sup> March – 31 second  
12<sup>th</sup> March – 36 seconds  
13<sup>th</sup> March – 31 seconds  
14<sup>th</sup> March – 23 seconds  
15<sup>th</sup> March – 22 seconds  
16<sup>th</sup> March – 17 seconds  
19<sup>th</sup> March – 20 seconds  
21<sup>st</sup> March – 43 seconds  
22<sup>nd</sup> March – 24 seconds  
23<sup>rd</sup> March – 24 seconds  
26<sup>th</sup> March – 16 seconds  
27<sup>th</sup> March – 12 seconds  
28<sup>th</sup> March – 14 seconds  
29<sup>th</sup> March – 13 seconds  
30<sup>th</sup> March – 15 seconds.

#### **4.2.1 Abandoned calls**

Chart 4.2.1 illustrates the number of abandoned calls to the contact centre. The average % of abandoned calls was 5.79%; the lowest was 1.24 % and the highest 15.39 %. In February 2007, 12,688 were received with 1853 abandoned calls, March we received 11,335 calls with 436 abandoned calls. Significant improvements have been made since w/c 12<sup>th</sup> March as below

12<sup>th</sup> March – 618 calls, 11 abandoned  
13<sup>th</sup> March – 505 calls, 7 abandoned  
14<sup>th</sup> March – 435 calls, 7 abandoned  
15<sup>th</sup> March – 455 calls, 13 abandoned  
16<sup>th</sup> March – 392 calls, 4 abandoned  
19<sup>th</sup> March – 678 calls, 8 abandoned  
20<sup>th</sup> March – 535 calls, 13 abandoned  
21<sup>st</sup> March – 545 calls, 17 abandoned  
22<sup>nd</sup> March – 413 calls, 8 abandoned  
23<sup>rd</sup> March – 398 calls, 3 abandoned  
26<sup>th</sup> March – 652 calls, 11 abandoned  
27<sup>th</sup> March – 473 calls, 4 abandoned  
28<sup>th</sup> March – 499 calls, 3 abandoned  
29<sup>th</sup> March – 446 calls, 9 abandoned  
30<sup>th</sup> March – 421 calls, 4 abandoned

#### **4.3 Responsive repairs in timescale**

The graph 4.3 shows the number of responsive repairs in timescale. During this period the target of 95% was met, with the lowest figure at 98.34%.

#### **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%.

#### **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 January 2007 was 93.8% and 92.1% for February 2007 – 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 March 2007 99.79% of properties had a current landlord's certificate (CP12), 36 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.

#### **5 Staff numbers**

Empty Homes and Services – 212

Repairs - 220.5 full time staff

#### **6 Average job costing**

Awaiting TASK final reports – to be fully reported when data is available.

#### **7 Programmes and Projects.**

Empty Homes:

Additional 21 long-term voids to be returned to general let – the only remaining long term voids once these are completed will be those awaiting disposal or option appraisals.

Repairs – Batched work for mainly external works (for example; - pointing, brickwork and guttering) will be commenced by the Development arm of the business during April. The work will be completed within 2 -3 months which will enable operatives to work within smaller areas and cut down non-productive time by increasing productivity.

#### **8 Initiatives.**

Repairs – mobile working pilot progressing.

Paint package for empty Homes as an alternative to decoration vouchers.

#### **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