

ST LEGER HOMES OF DONCASTER LTD

Company limited by guarantee registered in England
Company Number 05564649

Joint Area Board Meeting

REPORT

Date : 14 January 2008

Item : 5

Subject : **Effective Operation of Building Services**

Presented by : **Sharon Adam**
Assistant Director

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

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 - Jan - 2008**

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 end of November 2007, the total days keys were with the Empty Homes Section was 11.25 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 staff shortages the reality checks have not taken place from November 2007 – this is planned to recommence in the New Year and will be reported in the next report.

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).

4.2.1 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 to the end of November 2008 for repairs completed in timescale is:

Cat A – 2 Hours – average 0.94 hours

Cat B – 24 hours – average 20.96 hours

Cat C – 5 working days – average 3.2

Cat D – 20 working days – average 18.13 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. The results of repairs completed at first visit are shown on chart 4.4 attached.

4.5 Customer Satisfaction

The results of the overall satisfaction percentage from the post tenancy survey results are attached at chart 4.5. Investigations are in progress on the low level of satisfaction for August and September and detailed reports will be discussed at the Customer Relations Development Group.

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 79% of the annual program had been completed and 99.9% of properties had a current landlord's certificate (CP12), 22 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 18 months and an injunction for access has now been received.

5 Staff numbers

Empty Homes and Services – 186

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 – the average job cost is now a cumulative figure from the 1st April 2007.

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 now planned for January 2008 due to further testing in the new release of TASK – Mobile working is planned for implementation in the first half on 2008 – both initiatives will reduce non productive time and overheads.

8 Initiatives.

Delays on empty homes due to external asbestos sampling and removal – in house training proposal in conjunction with in house H&S team to progress.

Alternative methods of heating properties with no gas infrastructure have been explored and 5 air source heat pump units have been installed to date – a full report on the outcome of the systems will be reported to EMT in March 2008 following a full heating season's use.

9. Report Author

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10. Background Papers

10.1 Appendix

Graphs of performance for Empty Homes and Services and Responsive Repairs