

ST LEGER HOMES OF DONCASTER LTD

Company limited by guarantee registered in England
Company Number 05564649

West Area Board Meeting

REPORT

Date : **Monday 8 September 2008**

Item : **14**

Subject : **Batched Repairs**

Presented by : **Rob Chapple**
Business Maintenance Manager

Prepared by : **Kevin Fisher**
Planned Maintenance Business
Manager

Purpose : To inform the Board of the criteria and procedure for the allocation of batched repairs.

Recommendation :

That the Board note and discuss the contents of this report.

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**To the Chair and Members of the
West Area Board**

**Agenda Item No. 14
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1. Report Title

1.1 Batched Repairs

2. Purpose

2.1 The purpose of the report is to outline the criteria and procedure for the allocation of batched repairs.

3. Background

3.1 Batched repairs (Category F) are works that are carried out by our Business Development Team. The batching of works enables St Leger Homes to plan works in geographical areas to ensure best use of resources.

3.2 The priorities for carrying out repairs are as follows:

A (Emergency Repairs) Within 2 Hours

B (Urgent Repairs) Within 24Hours

C (Routine Repairs) Within 5 working days

D (All other repairs not meeting batched criteria) Within 20 working days

F (Batched/Planned Repairs) Within 3 month

3.3 St Leger Homes Repairs and Maintenance Policy outline batched repairs as works that will be completed within 3 months and are those repairs which are larger or more complex in nature and which can be scheduled as part of a programme of works in order to take advantage of economies of scale and to reduce administrative and overhead costs.

3.4 The Audit report of 2007 also outlines the need to work towards a 60/40 split of works in favour of planned or batched repairs. This is a governmental target that is been tasked of all housing management organisations. This is regarded as good practice within these organisations. This is also a key target requested by Doncaster Metropolitan Borough Council (DMBC).

3.5 All repairs that are reported by customers to the Repairs Contact Centre are diagnosed by OMFAX, a question based diagnostic software tool. This helps to determine which category of repair the call falls into. A series of questions are asked by the operator which further assists in the prioritisation of the

repair. The customers are informed firstly by the operator where the repair sits and the timescale for the repair to take affect and secondly by an automated letter sent out with an appointment time or timescale for the repair.

- 3.6 Questions asked ensure that matters that are Health and Safety related or are structurally urgent are dealt with as a priority. If this can not be gained from the information gathered a pre-inspection is raised for an Inspector/surveyor to attend to ensure that the matter does not fall into a higher priority.
- 3.7 Post inspections are also carried out on a cross section of works completed. This is carried out by the Quality Assurance Team. Any works that are not completed to a good quality are reported back to the relevant Business Manager to action. All actions are reported back to the Quality Assurance Team. These are also reported to senior managers and outline cause, concern, action and remedy to enable improvements to the service offered to customers.

4. Consultation

- 4.1 The Repairs and Maintenance Policy is reviewed annually and was last reviewed in March 2008 by the following groups:
 - SJC
 - BME Focus Group
 - Disability Group
 - St Leger Homes Board
 - DMBC
- 4.2 The Policy was accepted by all groups and is due for a further review in 2009.
- 4.3 Agreement was also reached at Board to inspect all F category works within 10 days of the job been raised. This will further assist in determining the scope of the repair and if there are further generic works within the street/complex that can be identified and completed as a larger preventative maintenance scheme. It also ensures communications with the customers are made informing of the type of repairs intended and the timescale of the repairs. Any repairs that are deemed to be more urgent at the time of inspection are actioned as a priority.

5. Financial Implications / Risk / Diversity

5.1 Financial

The batching of larger works ensures that resources are utilised more effectively to reduce overhead costs such as travel time, fuel costs and quantity and cost of materials. Other works are also identified at the same time within the area, which reduces the need to revisit the properties.

All works identified can be undertaken as a programmed package. This reduces costs incurred by responsive repairs.

6. Report Author

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