

# **ST LEGER HOMES OF DONCASTER LTD**

Company limited by guarantee registered in England  
Company Number 05564649

## **Area Board Meeting**

# **REPORT**

**Date** : 12 March 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.**

Company Number 05564649  
A Company Limited by Guarantee  
Registered in England

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

**Agenda Item No. 5  
Date: 12- March- 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 12 February 2007, the total days keys with the Empty Homes Section was 25.62 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 the first three rounds of reality checks on empty homes. The latest round of reality checks indicates an overall satisfaction level of 80%, which is an increase of 5% on the previous round.

**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 October 2006 to February 12th, the average waiting time was 227 seconds; the shortest time was 122 seconds and the longest 335 seconds.

Significant improvements with performance have been made recently.

19 <sup>th</sup> Feb -144 seconds	23 <sup>rd</sup> Feb – 59 Seconds
20 <sup>th</sup> Feb -74 seconds	26 <sup>th</sup> Feb – 76 seconds
21 <sup>st</sup> Feb - 58 Seconds	27 <sup>th</sup> Feb – 48 seconds
22 <sup>nd</sup> Feb 77 seconds	28 <sup>th</sup> Feb – 40 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 32.01%; the lowest was 7.68 % and the highest 42.30%. In December 2006 11,034 calls were received with 2966 abandoned calls, January we received 19,155 calls with 6,590 abandoned calls. Significant improvements in February have being made in this area as below

19<sup>th</sup> Feb – 756 call received 112 abandoned  
20<sup>th</sup> Feb – 562 calls received 15 abandoned  
21<sup>st</sup> Feb – 591 calls received 27 abandoned  
22<sup>nd</sup> Feb – 554 calls received 37 abandoned  
23<sup>rd</sup> Feb – 458 calls received 26 abandoned  
26<sup>th</sup> Feb – 731 calls received 49 abandoned  
27<sup>th</sup> Feb – 534 calls received 28 abandoned  
28<sup>th</sup> Feb – 539 calls received 12 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 of 97.36%.

#### **4.4 Responsive repairs- right first time**

This will be measured from the tenant making the appointment to actual completion of that appointment where no other actions/appointments have to be made to complete the repair. The crystal report to measure this is now available from March 2007.

#### **4.5 Customer Satisfaction**

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

The customer satisfaction for repairs in December 2006 was 93.1%,

This information has come from the results of the telephone survey carried out daily from the contact centre, we are waiting for the results of January and February.

#### **4.6 Gas servicing**

Gas servicing is on target for completion before the end of March 2007. Chart 4.6 indicates the progress against program. At the end of February the percentage of servicing completed was 94% with 99.85% of properties with a current landlords certificate (CP12), 23 where no access has been provided and have been more than 12 months since their last service – these are all in the no access process. No properties are more than 18 months since the last service.

#### **5 Staff numbers**

Empty Homes and Services – 214

Repairs - 220.5 full time staff

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

Awaiting TASK final reports – to be fully reported in next report

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

Empty Homes:

Additional 13 long-term voids to be returned to general let. Continuing with improvements in service delivery on empty homes

Services:

Programme to replace final pair of district heating mains in Silverwood House now completed.

Pilot on printing landlords certificates for gas in a choice of languages continuing.

Repairs – From April 2007 some non urgent work will be batched, this has been agreed with the tenants repairs Advisory group and the SJC. This work will go the to Development arm of the business. 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. This is mainly external work such as pointing, brickwork, gutter repairs for example where there is no immediate necessity within urgent/non urgent criteria to complete the repair.

**8 Initiatives.**

Repairs – mobile working pilot progressing.

**9. Report Author**

Name Sharon Adam & Paul Lightfoot

Title Assistant Directors

Contact Number 01302 862850

**10. Background Papers**

10.1 **Appendix**

Graphs of performance for Empty Homes and Services and Responsive Repairs