

Tenants Overview and Scrutiny Panel

11th September 2014

Scrutiny Review – Repair Reporting

This is an initial report to the Tenants' Forum. It outlines the service area the TOSP wish to review and the proposed outcomes.

For approval

- 1 At the meeting held on Thursday 12th June 2014, the Tenants Overview and Scrutiny Panel asked the Forum for ideas for the next review.

The suggestions were:

- Customer Services
- Gas
- Keyways
- Reporting Responsive Repairs
- Voids/Repairs

- 2 With the information received, the Panel decided to review the process of repair reporting, from the initial reporting of the repair to the completion of the required work.

The main reasons for this are:

- The Panel noted that there were discrepancies in the repair report information sheets, some repairs seem to be listed multiple times and jobs are not always being done in priority order. The Panel is also concerned that the data shows that there were 25,000 repairs reported last year which seems excessive considering the size of the Council's housing stock.
- The Panel would like to look at the system for booking repairs and allocating priorities and to see if the system is fit for purpose and are there any ways in which it can be improved.
- The Panel would also like to find out if tenants receive a good service and does the service represent value for money.

- 3 At the end of the review the Panel will:

- Have a clear understanding of all the processes of repair reporting and allocation of priorities.
- Identify the key players involved in repair reporting.
- Look at the number of repairs reported and the actual number completed.
- Gather information on tenant satisfaction and value for money

Martyn Lund
Chair, Tenants' Overview and Scrutiny Panel

