

TENANTS' FORUM	Agenda Item
Thursday 9th November 2017	5i

RE-INVENTING REPAIRS - UPDATE

This report provides the Tenants Forum with an update on the 'Reinventing Repairs' project.

INTRODUCTION

The Housing service unit now has sole responsibility for all aspects of the HRA capital programme, planned maintenance, responsive repairs and works to void properties.

By bringing all aspects of housing repairs into one place, we have a great opportunity to develop and deliver a first class repairs service that is professional, customer-focused and cost-effective.

REINVENTING REPAIRS

The 'Reinventing Repairs' project will provide a framework for reviewing all aspects of the repairs service and introducing a series of service improvements over the next two years in the following areas:

- Balanced asset management strategy based on clear evidence and accurate data.
- Focus on 'one team', service delivery and asset management rather than on managing internal relationships.
- Better management and supervision of trades.
- Rigorous budgetary monitoring and control.
- Procurement of contractors, materials and supplies to be ethical and fit-for-purpose.
- Responsive repairs service to be cost-effective and designed around customer needs.
- Accurate performance data used to drive service improvement.
- Quicker turnaround times and reduced expenditure on voids.

UPDATE

Since the last update report in October work has been continuing on the 'Reinventing Repairs' project as follows:

- **Voids**

Capital resources of £130,000 have been transferred into the Major Voids budget.

The existing Major Voids contract has been terminated.

Contractors have been procured through a framework to undertake work to 40 long-term voids. Works started on 16 October.

We are now working on standard voids and compiling a job description/person specification for a Voids Project Manager who will be recruited on a 12 month contract.

- **Callsys**

We are mapping our use of IT systems in relation to housing repairs (Callsys, Estate Pro, spreadsheets, databases etc) showing links between systems where these exist

We are also compiling a report on the status of Callsys covering:

- A high level view of the capabilities of the Callsys system
- An assessment of what Callsys is currently doing for us and where it is not being utilised as much as it should be
- A plan of what we should do to increase our utilisation of Callsys including timescales

- **Statutory compliance**

We are commissioning NICEIC to undertake a high level review of our gas safety procedures.

The Tenants Forum will receive regular updates on progress in developing and implementing the projects within 'Reinventing Repairs'.

John Conway
Head of Housing
9 November 2017