

Supplementary Committee Agenda



Housing Scrutiny Standing Panel Tuesday, 7th August, 2012

Place: Combined Committee Rooms 1 & 2 - Civic Offices

Time: 5.30 pm

Committee Secretary: Mark Jenkins (The Office of the Chief Executive)
Tel: 01992 564607 Email:
democraticservices@eppingforestdc.gov.uk

6. REPAIRS MANAGEMENT CONTRACT PRESENTATION - 1 YEAR ON (Pages 3 - 14)

(Director of Housing) Attached Powerpoint slides presented at meeting.

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Introductions

- Paul Pledger - Assistant Director of Housing (Property),
Epping Forest District Council

- Mike Gammack – Housing Repairs Manager
 - Tel 01992 564065
 - Mob 07739 306634

Understanding performance

- Productivity of operatives
- Assessing process waste
- Reducing the paper mountain
- Reduction in avoidable contact
- Real time information
- Reduction in administration
- Reduction in aborted jobs (no access)
- Reduction in fuel consumption

Key deliverables

- Implementation of efficient IT System
- Appointment based service
- Mobile handheld technology
- Review pricing model
- Supply chain review

IT, appointments and mobile working

- Mears Contract Monitoring software
- Mobile working, real time information
- Drive to appointments for everything
- 164% increase in appointments made
- Appointment slots
 - AM
 - School run
 - PM

| View | *Alan Dean | *Andy Flesher | *Chris Armes | *Dan Winpress | *Derek King | *Graham Marshall | *Jim McLintock | *John Hamilton | *John Widlake | *Mark Farthing | *Steve Doe | *Steve Kempson | *Terry Brewer | *Terry Payne | *Tony McCullagh | |
|-------|--|--|--|--|---|---|--|---|---|---------------------------------|---|--|---------------------------------|-------------------------------|---|--|
| 06:00 | | | | | | | | | | | | | | | | |
| 08:00 | | 08:52-17:52 ALDERSGROVE 4 ALDERSGROVE WALTHAM ABBEY ESSEX Job Description: (P.App) Attention JH. Remove plastic cladding to rear of house. Inspect for water ingress. Repair as necessary, replace cladding. JH/LM/AF to liaise with each other Appointment Notes: | Planned Appointment Notes: ASSISTANT STOREMAN | | 08:57-10:45 BLOCK 2 - 40 JESSOPP COURT SHERNBROKE ROAD WALTHAM ABBEY ESSEX EN9 3JF Job Description: Plastic fitting to light in communal kitchen in the day centre coming off. | | No n Pr od uc tiv e Ap DO int im en t tes : Gr | | 08:53-08:58 LAWTON ROAD 2 LAWTON ROAD LOUGHTON ESSEX IG10 2AE | Sick Appointment Notes: SICK | | | Sick Appointment Notes: SICK | Holiday Appointment Notes: | | |
| 09:00 | 09:09-11:11 BL OC K 28 - 42 ET HE RI D SE R O A D LO U G H T O N G H T O N BA R R I N G T O N CL O U D | | 10:08-10:38 ROOKWOOD GARDENS 4 ROOKWOOD GARDENS LOUGHTON ESSEX IG10 2DQ | 09:58-10:03 LIMES AVENUE 506 LIMES AVENUE CHIGWELL ESSEX IG7 5NF Job Description: usjusl.c - DW to inspect first RENEW HALLWAY FLOOR MATERIALS R | 09:58-10:03 LIMES AVENUE 506 LIMES AVENUE CHIGWELL ESSEX IG7 5NF Job Description: Four lights not working on ground floor. 21/05 New Diffuser Req'd to be ordered. Will re-assign when received | 09:58-10:03 LIMES AVENUE 506 LIMES AVENUE CHIGWELL ESSEX IG7 5NF Job Description: usjusl.c - DW to inspect first RENEW HALLWAY FLOOR MATERIALS R | 09:58-10:03 LIMES AVENUE 506 LIMES AVENUE CHIGWELL ESSEX IG7 5NF Job Description: usjusl.c - DW to inspect first RENEW HALLWAY FLOOR MATERIALS R | 10:26-19:26 ALDERSGROVE 4 ALDERSGROVE WALTHAM ABBEY ESSEX EN9 1TJ Job Description: (P.App) Attention JH. Remove plastic cladding to rear of house. Inspect for water ingress. Repair as necessary, replace cladding. JH/LM/AF to liaise with each other Appointment Notes: | 09:33-09:39 LIMES AVENUE 306 LIMES AVENUE CHIGWELL ESSEX IG7 5NB | | 09:17-09:21 PALEY GARDENS 37 PALEY GARDENS LOUGHTON ESSEX IG10 2AN | 09:25-09:30 G4 PELLY COURT EPPING ESSEX CM16 4NA | | | 09:06-10:39 BLOCK 2 - 40 JESSOPP COURT SHERNBROKE ROAD WALTHAM ABBEY ESSEX EN9 3JF Job Description: Plastic fitting to light in communal kitchen in the day centre coming off. Fo | |
| 10:00 | | | | | | | | | | | | | | | | |
| 11:00 | | | | | | | | | | | | | | | | |
| 12:00 | | | | | | | | | | | | | | | | |
| 13:00 | 13:28-13:37 DEEPDENE PATH 11 DEEPDENE PATH LOUGHTON ESSEX IG10 3PT | | 13:37-13:43 BUSHFIELDS LOUGHTON ESSEX IG10 3JU | 13:37-13:43 BUSHFIELDS LOUGHTON ESSEX IG10 3JU | 13:37-13:43 BUSHFIELDS LOUGHTON ESSEX IG10 3JU | | 13:56-13:57 MILLBANK AVENUE 20 MILLBANK AVENUE GREENSTED ONGAR ESSEX | | | | | | | | | |
| 14:00 | 14:17-16:17 CRIPSEY AVENUE 65 CRIPSEY AVENUE ONGAR ESSEX CMS OAU Job Description: OJH TAPS TO BATHROOM REPLACE AS NECESSARY Renew Taps to Bath & WHB App: 06/08 agreed with Tenant Appointment Notes: | | BLOCK 93 - 107 ODDS CHEQUERS ROAD LOUGHTON ESSEX IG10 3QQ Job Description: (P.App) Please clear gutters to front & check gutters to rear of property. Appointment Notes: | ETHERIDGE ROAD 92 ETHERIDGE ROAD LOUGHTON ESSEX IG10 2HY Job Description: please repair fed as water is going through to the bottom (had weather board fitted but problem st | 14:52-16:52 WATERMANS WAY 2 WATERMANS WAY WALTHAM NORTH WEALD ESSEX CM16 6BN Job Description: WATER BACKING UP KITCHEN SINK AFTER 2 JF POSS PLEASE Appointment Notes: | 14:38-16:38 BLOCK 23 - 32 & 65 - 74 SPRINGFIELD 5 WALTHAM ABBEY ESSEX EN9 1UD Job Description: (P.App) LOCK BROKEN TO COMM GATE TO STAIRWELL TO G5 Appointment Notes: | | | | | | | | | | |
| 15:00 | | | | | | | | | | | | | | | | |
| 16:00 | | | | | | | | | | | | | | | | |
| 17:00 | | | | | | | | | | | | | | | | |
| 18:00 | | | | | | | | | | | | | | | | |
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| 20:00 | | | | | | | | | | | | | | | | |
| 21:00 | | | | | | | | | | | | | | | | |
| 22:00 | | | | | | | | | | | | | | | | |
| 23:00 | | | | | | | | | | | | | | | | |

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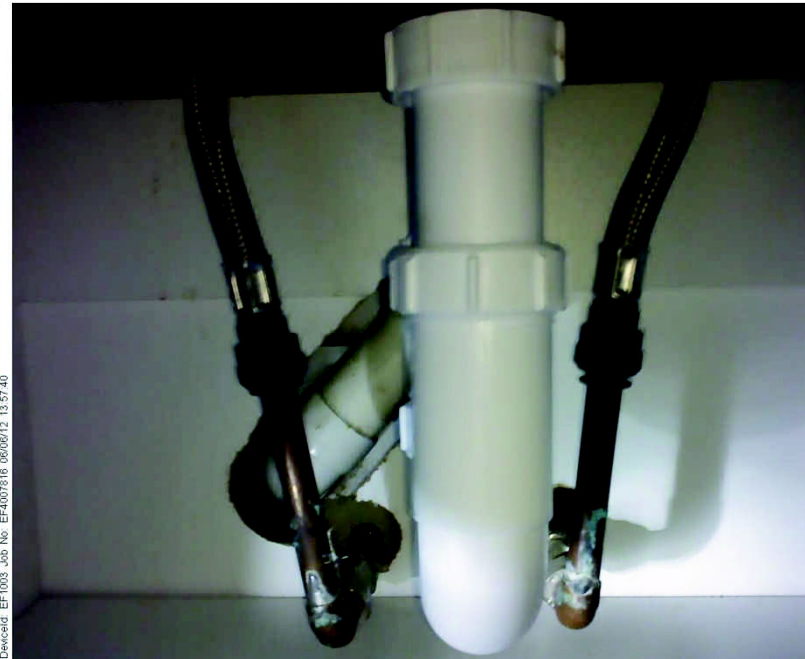
SMS Text messaging

- Appointment reminder
 - Estimated time of arrival
 - No access, please call to re-arrange
 - Your work has been completed
-
- I THANK MARK FARTHING FOR HIS REPAIR WORK
VERY PLEASED WITH THE TOILET FLUSH NOW
FROM MR P ANTHONY, 12th January 2012



Photographic evidence

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Performance Q1 2012 (April – June)

- | Quarter 1 | - | 2011/12 outturn |
|----------------------------------|---|-----------------|
| Emergency 100% | - | (99%) |
| Urgent 99% | - | (90%) |
| Routine 99% | - | (94%) |
| Voids 21.05 days | - | (29.43) |
| | | |
| Urgent average days to complete | | 1.65 days |
| Routine average days to complete | | 5.27days |

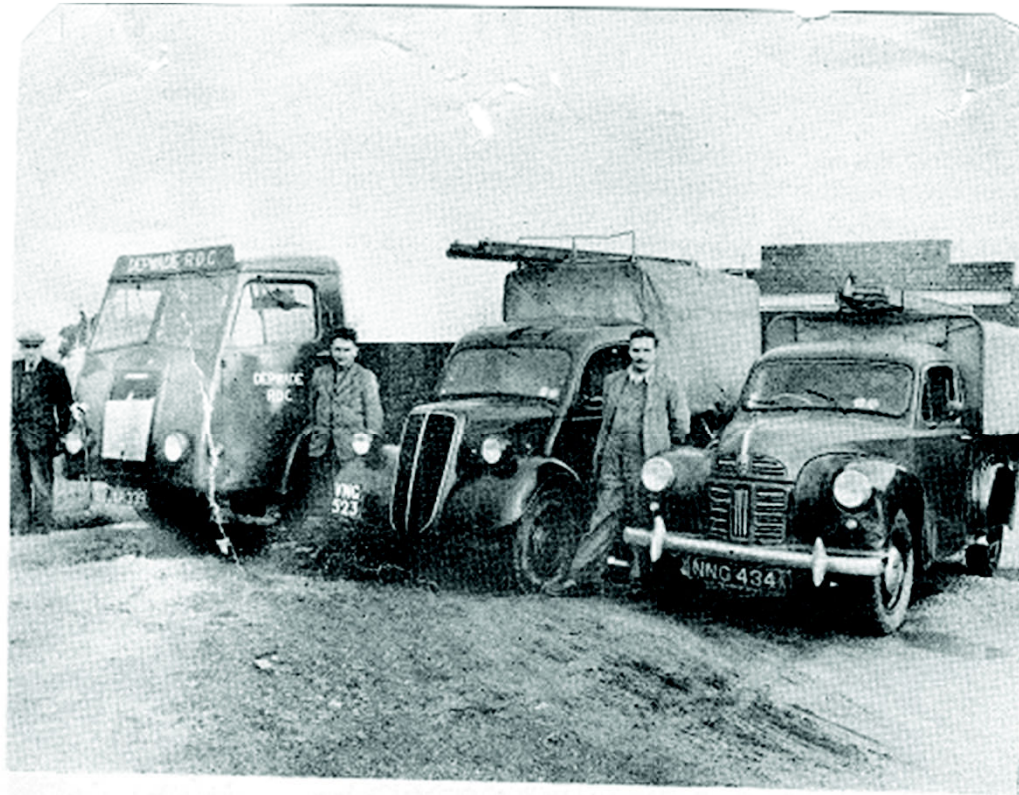
Added performance benefit

- Reduced no access by 70%
- Increase in average jobs completed by operative (1.9 to 4 per day)
- Customer satisfaction 99.88%
- Reduction in avoidable contact
- Operative performance reporting
- PDA tenant satisfaction data

Going forward

- Ability to add key deliverables
- Pricing matrix in place
- New technology options
- Electrical testing certificates
- Out of hours reporting
- Training options
- **Repairs Advisory Group**

Back to the future



SKILLED WORKMEN, WITH MODERN VEHICLES are employed by the Council to deal with the repair and maintenance of Council houses - but please call upon their services only when really necessary.