

HOUSING MT UPDATE REPORT
Maintaining and Improving Homes

Core Group – Lynne Maciver (Chair), Bill Takhar, Lucyna Rutkowska

DATE OF HMT: 14 March 2019

SUMMARY OF LAST QUARTER'S ACTIVITY:

1. Continue to monitor and report performance to HMT quarterly

MIH HIT meetings were suspended from June 2018 due to lack of resources and to allow the CHT Service Review to be completed. Therefore, no performance monitoring or reporting was carried during this period but meetings have now recommenced in January 2019.

2. Identify/review policies, procedures, service standards and tenant information required:

- Demolition procedure- Finalised and approved by HMT.
- Change of Tenancy Inspection Sheet- Finalised and approved by HMT but it appears that not all CHTs are following it. Some staff are still using own versions.
- Work order errors- It was identified that emergency work order should be only recorded as EWO and any other additional works should be raised as new work order. Following this happening, there was improved performance reporting, however, there was a significant drop in performance in January 2019. We put this down to staff issuing incorrect works orders again as February 2019 performance was greatly improved. Cannot see it is down to any other factor as tenants would have been making lots of complaints.

3. Unplanned repairs-

With a view to taking forward a review of Unplanned Maintenance process, a flowchart was created to identify process before and after, indicating potential savings and linear process. The flowcharts (attached) were circulated to Committee for comments. Following this, Committee requested further information.

4. Identify improvement measures following the Tenant Repairs Satisfaction Survey:

We run Northgate reports to examine the contractors' performance and compare against the previous report in December.

We send our monthly report to contractor to share the outcomes.

The final repairs satisfaction survey (annualised figures April 2017-March 2018) is available on [SharePoint](#) .

- **Repair appointments made** - 67% of surveyed tenants had been contacted by the contractor to arrange a time for the repair. (increased. 53% in June 18)
- **Repairs completed right first time**- 78% (Decrease of 1%. 79% in June 18)
- **Contractor not showing ID** - 45% (increase. 24% in June 18)
- **Contractors not explaining what work being done to the tenant**- 27% (14%)
- **Satisfied with contractor** – 91% (94%)
- **Areas to examine or compliments** –Not available

5. Transfer the Gas Maintenance and Gas repairs Service to Northgate. Transfer Capital Plan details to Northgate.

Staffs are working with Business Support at testing stage to resolve any issues. Testing ongoing and once completed will be ready to build live.

6. Procure Asset Management software-

We have had a webinar supplied by CIVICA. There is currently a Business Case being made for the potential resource saving that can be retained.

7. Establish Capital and Planned Maintenance Works Protocol –

This is required for standardisation of processes and clarity for all staff. The Bulk bathroom has been finalised and approved. We are currently working on the Kitchen Protocol, Repaint Protocol, Aids and Adaptations and the Generic Contract protocol.

8. Continue to monitor updates from subgroups.

The subgroups progress can be viewed in the in the [MIH HIT Action Plan March 2019](#)

PRIORITIES FOR THE NEXT QUARTER

1. Continue to monitor and report performance to HMT quarterly with particular reference to analysing performance stats.

-Investigate on performance and managing timescales for Aids and Adaptations.

-Investigate on performance of timescales to complete emergency repairs.

2. Identify/review policies, procedures, service standards and tenant information required:

- Identify any improvement measures with regard to flagging up vulnerable tenants.
- 3. Identify any improvement measures following Tenant Repairs Satisfaction Survey.
 - John Morrow has given the go-ahead for the repairs survey. Meeting to be arranged with Alan Kennedy, from Knowledge Partnership.
- 4. Continue to monitor updates from subgroups.

Summary of Key Performance Data and Analysis (noting any significant changes in performance):

Repairs completed within target time - Steady performance over last few months but has dipped overall to 94.50% in January 2019 from 99.00% in December 2018. (mainly influenced by Forfar CHT)

Repairs Right First Time – This dropped from 92.23% in December 2018 to 84.57% in January 2019. This could be due to McGills going into receivership.

Average Time taken for Emergency Repairs- Increased but likely due to incorrect WO's.

The **Repair appointments** – Steady.

COT budget- COT budget (at end January): Angus 107.74% (Arbroath: 122.49%; Montrose: 95.20%; Forfar: 99.76%) - Slight overspend overall due to Arbroath CHT overspending.

Progress against Charter Outcomes (November 2018 – January 2019):

Outcome 4 - Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair

The Actual Charter Return 2017/18 was **93.20%** meeting SHQS, as at January 2019 this figure is at **94.07%**. There are **7,484** properties up to standard and **472** abeyances.

Outcome 5 - Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done. The performance below shows that we are on target to meet the needs of our tenants when carrying out repairs and maintenance to their homes.

Q3

Appointments kept = 99.69%

Repairs carried out right first time = 81.52%

Minor Adaptations: 19 days (no completions in February)

Moderate Adaptations: 53 days (no completions in February)

Major Adaptations: 177 days (only 2 adaptations, none in February)

No complex completions in period.

DISCUSSION POINTS

Emergency Repairs Issue.

Improvement measures with regard to flagging up vulnerable tenants.

Review of Unplanned Maintenance Process. (Flowchart attached)

HIT CHAIR: Lynne Maciver