

HOUSING MT UPDATE REPORT

Q1 April – June 2021

Maintaining and Improving Homes

Core Group – Lynne Maciver (Chair), Lucyna Rutkowska, Gary McLeish
--

DATE OF HMT: 25 August 2021

SUMMARY OF LAST QUARTER'S ACTIVITY:**Continue to monitor and report performance to HMT quarterly**

MIH HIT meetings were suspended from April 2020 due to lack of resources and Covid 19 Lockdown. Therefore, no performance monitoring or reporting was carried during this period but meetings have now re-commenced in this last quarter with a complete review of Action Plan.

1. Transfer gas maintenance and gas repair service to Northgate.

This is interlinked with task 2 as noted below as it would need to be done through the planned maintenance module. It was previously at testing stage for the lettering process but went no further than initial discussions due to other work-priorities of those involved. The same update applies to this task as it does in task 2 when referring to the Planned Maintenance Module being retired etc.

2. Transfer capital and planned programmes details to Northgate.

We have had confirmation that the Planned Maintenance module has now been "retired" meaning that we no longer pay for support and maintenance on this module. This therefore means we would not be able to log a support call in the event of any query or issue but we would still have access to the module/functionality.

It was felt that because we had only been at early testing stage and there was no information held in the module that it would be better waiting for the Asset Management Software which had the better functionality for planned maintenance of our housing assets.

If it was preferred that we look at the Planned Maintenance Module again then we could do this, however, consensus is that it will not do what we need it to easily and we would be building it 'blind'.

3. Procure Asset Management software.

Business Case has been approved at HMT. LM working with Julie short preparing for tender process. Currently re-checking over spec to ensure that system meets all requirements.

4. Map all housing land and paths on GIS.

The Sub Group, chaired by Ian Balfour, has yet to meet to discuss current position due to work commitments taking priority.

5. Identify any improvement measures following Tenant Satisfaction Survey.

SubGroup has discussed 2020 results. General main concerns were Poor communication/Too long to carry out repairs/improvements/Houses in poor state of repair/Dampness issues. Preferred contact means - 81% Lettering/39% Newsletter/15% Website. 41% have no internet access. A lot around Contractors:- not communicating well/ not fixing issues first time/not notifying of visit/poor cleaning up. 85% tenants satisfied with quality of home. Demographics higher in:- 1 adult over 60/Age 65-74/mental or physical disabilities/ Retired.

Actually a lot of positive responses but some requests were:- requests to meet Housing Manager/Disabled tenant not getting enough contact/need help with gardens/not enough support for landward elderly. Meetings moving forward will compare results with more recent 2021 consultation due next couple of weeks and to discuss possible improvement measures.

6. Identify any improvement measures following monthly repairs surveys %

Under the new Unplanned Repair Contract we have a 3rd party (Knowledge Partnership) carrying out monthly TSS's for us which will feed into the contract Performance Framework for a test period of 1 year. This is currently being tested and we will use both the quantitative and qualitative data to identify improvements. Due to the bedding in period and COVID restrictions we are not applying this criteria until after the first 6 months. First test survey was completed July 2021.

7. To identify/develop procedures for any improvement measures with regards to flagging up vulnerable tenants for Unplanned works.

Community Benefits section of the new Unplanned Repairs contract takes into account assistance for vulnerable tenants and tenants requiring help with lifeskills. Procedure on identifying these tenants is still ongoing. Funding being sought to cover cost of materials to enhance safety for vulnerable tenants.

8. Review of web content: Water Hygiene, Fire Safety, Request a council house repair.

These are reviewed annually. Currently being reviewed for 21-22.

9. Review of Planned Contract works which affect other contracts (ie Repaints)

Sub-group met to discuss how to move forward and are in data gathering stage for this to see where there are links between contracts but also any links to unplanned maintenance.

10. Develop standard letter to send to tenants in properties where demolition to take place and info notices for adjacent properties.

The second draft of the letter is with Jacky Adamson awaiting her comments.

11. Look at potential LEAN process for issuing HIP payments for Gas Heating contract.

No current update due to lack of resources.

PRIORITIES FOR THE NEXT QUARTER

1. Continue to monitor and report performance to HMT quarterly with particular reference to analysing performance stats.
2. Continue to progress Asset Management Software tender following revision of spec.
3. Compare and update improvement measures identified from previous Tenant Satisfaction Survey using updated 2021 survey results.
4. Monitor Contract Performance Framework testing to use both the quantitative and qualitative data to identify improvements.
5. Continue to monitor updates from subgroups.

Summary of Key Performance Data and Analysis April-June 2021 (noting any significant changes in performance)

Repairs completed within target time: We have recently removed this indicator from the analysis as it has been found to be inaccurate. Contractors are able to make variations which in turn changes the target date, and jobs are showing as within target when they have been varied and it's not a true reflection of the time taken.

Repairs Right First Time – 22.91% (Includes MPS & Derek McNulty only. 420 of a total 1,833 had RFT info added. MPS have not been completing this info)

Right First Time is currently at 27.66% for July 2021

Average Time taken for Emergency Repairs- 11.79 hours – this does not account for the true time taken for approx. 50 WOs with zero times. Issues with follow up works being added to original job rather than a follow up WO being created

Repair appointments – 100%. MPS have not completed this information.

COT budget- Angus 33.63% (Arbroath: 39.45%; Montrose: 39.72%; Forfar: 21.60%)

Progress against Charter Outcomes (April 2021 – June 2021):

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 2020-21 was 94.24% meeting SHQS, as at end July 2021 this figure is at 94.32%. There are 7,246 properties up to standard and 436 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.

No aids and adaptations information has been received in the period.

DISCUSSION POINTS

Gary McLeish has advised that he is leaving Angus Council in September 2021. We will require a replacement officer to participate in the HIT MIH Group. Can this be actioned please?

With regards to the transfer of gas maintenance, gas repair service and capital and planned programmes to Northgate, the consensus is to wait for new Asset Management System. Is this agreeable or shall we still look at using Planned Maintenance Module in Northgate given it will not do what we need it to easily and we would be building it 'blind'?

HIT CHAIR: Lynne Maciver