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Repairs Meeting
Held on Tuesday 28th April 2015
Allan Water House
10.30am

1. Present: Alex Lamb, Moira Robertson, Anna Johnston, Philomena McClung, Emma Meldrum [STP] Alex Wallace, Alexa Scrivener [SC] John MacMillan [SC]

Apologies: Dolly Gemmell, Michael Griffiths

Moira asked John if the Supervisor had been informed that he was misinformed about the new path finishing at the corner of her house. John explained that it was a case of differing interpretations of the SQHS.

Moira said that she had no prior knowledge of a new path being fitted; Alexa explained that it was part of cyclical maintenance and that with the present system tenants are no longer informed about the actual work picked up in the report because it had led to unrealistic expectations when some jobs were not urgent. She would look at the system again to see if it could be improved and allow tenants to have information and choice over such things as a new path but not where essential maintenance was required, such as new gutters. **Action Alexa**

The group was then given a presentation on the new scheduler system. 2 new schedulers have been employed, Fiona and Michelle, who popped in to meet us. They have spent their first week alongside all members of the team including Supervisors and the admin team.

We were shown the same computer screen as the schedulers see.

The new system is called Xmbrace and is for scheduling and managing repairs and tradesmen's time. Since it has been installed there has been less complaints about workmen not turning up and less appointments have needed to be rearranged.

When a tenant phones in, the scheduler logs straight onto the system.

Tenants can now be offered 5 timeslots:-

8am-9am, 8am-12noon, 10am -2pm, 12noon-4pm or all day.

The scheduler will check contact numbers and the tenants will receive a text to mobile the day before and when the tradesman is on route [unless the tenants specifically declines].

The system picks up the job and gives the first available appointment taking into account such things as skill set, vicinity to tradesmen [home or last scheduled job] timeslot requested.

We were then shown what the scheduler sees on the day.

The system holds all information relating to postcodes, skill sets required and routes, so for example if there are 2 jobs with the same skill set in Crianlarich then 1 tradesman does both jobs. [Just because there are 2 SC vans does not mean that there are 2 electricians, but that there are 2 trades.]

A red line showing on the system means that the job has been done.

The system knows where the tradesmen live, so could allocate the first job close to home.

Karen, a scheduler, starts work at 7.45am and looks on the system for blue which means that the jobs have been picked up; if not she can phone the tradesman straight away and find out the reason why not [if sick then can immediately put this into the system to get jobs reallocated].

The system also shows a completion quote or a letter through the door if no-one at home. There is also a space for an operative comment e.g. phoned mobile no answer, so put card through door. Now that this is all monitored they can tell when a tenant phones up complaining that the workman did not turn up.

If a job is completed earlier than scheduled or the job could not be done, then the work shift up the board which can leave spare places at the end of the day which could be filled by new repairs phoned in that same day.

Orange shows that a tradesman is travelling to the job. If there is a red line at the side it means that this is an emergency call.

Emergency repairs are the same as before; they are done as quickly as possible, but always within 24 hours. Priority is given to the most serious.

We saw a live example of where a close light had gone out and a tradesman had spare time, so the job was done straight away.

Now that SC is responsible for carrying out repairs for Castlerock tenants, how will this affect the system?

Their tenants phone Castlerock HQ in Northumbria to report the repair, who phone SC who arrange an appointment on the system and get back to Castlerock who inform their tenant.

Castlerock is only expecting about 50 repairs and 2 voids in a year, so it is negligible.

Anna will pass this information on to her CC.

If the system is inundated with responsive repairs, are there enough tradesmen to cover?

The example shown was that there were 2 electricians on responsive repairs, but 10 on new build, new kitchens etc. who would be moved onto responsive repairs.

Voids are being incorporated onto the Xmbrace system.

There are 4 schedulers – 3 working at any one time and each responsible for a particular trade.

Alexa asked us to feedback to her anything we hear that is not working. **Action all**

Emma will check when a room is available for the last Tuesday in July or first Tuesday in August.

Action Emma