



Repairs Meeting
Held on Tuesday 14th January 2014
Allan Water House 10.30am

1. Present: Alex Lamb, Moira Robertson, Dolly Gemmell, Anna Johnston, Philomena McClung, Michael Griffiths Alexa Brown [SC] Elaine Lyons [SC] John MacMillan [Service Manager Technical Services]

Apologies: Alex Wallace, Meg Amasi, Emma Meldrum [STP]

2. Alexa was asked if the 0800 number for repairs was still in use. It is, but because it is not staffed for 24 hours and is expensive to maintain, it is being phased out and the 08452777000 number is being promoted; this is the contact centre which is staffed 24 hours. The direct line number is 01786 404040. Since the move from Viewforth, all staff telephone numbers have changed.

3. Repair Categories

A summary of the top 50 repairs for the current financial year was handed out. It contained 2 lists, one for Out of Hours [OOH] Emergency and one for Day to Day, [which can be found at Appendix 1]. We concentrated on the OOH and a discussion on the current repair categories and emergency repair times took place:-

- Heating repairs topped the list; and last week all were done within 24 hours, including those reported at the weekends.
- Currently SC has 2 emergency repair categories - 4 hour and 24 hour emergency. In the top 50 list, there are no repairs that come under the 4 hour category.
- We were asked to consider having 1 emergency category – within 24 hours.
- Several other LAs have only 1 emergency category.
- All emergencies would be prioritised and done within 24 hours, with the most urgent done immediately.
- This is the same as currently happens if there is an overload of 4 hour emergencies for the workforce.
- SC performance record on 4 hour emergency response is not bad, but the time limit is challenged by the geographical area; by the time that the tradesman has finished the initial job and drove to the next job, the 4 hours could be up. Most 4 hour emergencies do not pose a danger to property or person and could be done within 24 hours.
- The current system impacts adversely on SC performance record and our place in the statutory performance list. Performance records are scrutinised by Portfolio holders, Stirling Stats and Scottish Housing Best Value Network. It is not an even playing field if SC has 2 emergency times whilst other LAs have only one – usually within 24 hours or by the end of the next day.
- SC is changing the way standby works; now a supervisor is working from home at all times and can rearrange priorities if he thinks one job is more important than another.
- The group agreed to propose that emergency time is set at a response within 24 hours with more urgent cases prioritised.

Alexa also proposed that the target for appointments is moved from 5 working days to 7 working days. The following points were raised:-

- Appointment system target was reduced from 15 working days for a repair to 5 working days.
- Everything that is not an emergency is now done by appointment, and in the summer most appointments are made for within 3 working days, but in the winter when the workload is heavier the time is more usually within 7 to 8 working days.
- Staff numbers have been reduced; if they were increased then tradesmen would not have enough work in the summer.
- At present, TS has to answer for every appointment which is outwith the target of 5 working days, and the reason given for not reaching the target is because of the volume of work and the resources available.
- Not meeting the target has a negative impact on our performance record.
- If the target was set at 7 days, it would still be a challenge in the winter.
- The group agreed to propose that the target is set to 7 working days, and if this proves not challenging enough, it will be reviewed.

Tony Cain is keen to have no tradesperson out after 10pm at night unless for a blue light emergency. The following points were raised:-

- It could be difficult if someone has lost their keys; they may kick the door in, which could result in SC having to replace the door as they have a statutory obligation to keep the property wind and watertight.
- SC is discussing a proposal that for any job for which the tenant will be charged, the tenant is asked to pay 80% of the cost up front. The contact centre is available 24 hours and can take a card payment.
- A further proposal is that if a tenant reports the same type of repair for a second time, and has not paid the first invoice, then SC will not come out.
- After much discussion it was agreed that if there is only 1 emergency category and that is attendance within 24 hours, with priority for any urgent repairs, then there is no need for a policy of tradesmen not coming out after 10pm except for blue light emergencies.

During the industrial action, when the only after-hours callouts were for blue light emergencies, there was no loss of life and no extensive damage.

On the list:-

- Labour in dayworks refers to a repair that does not have a specific job description number and often refers to a joiner for lock repair or plumbers for leaks.
- Board up is for windows broken usually due to vandalism often by friends of the tenants.
- Loft insulation is for polythene in loft causing roof leaks.

Top 50 Repairs

Housing out of hours emergency

SOR Code	SOR Trade	SOR Text	Works Order Number
11700	11	Complete no central heating. This will remain at within 24 hours.	4855
06900	06	labour in dayworks. Not specific enough to discuss	1213
06298	06	GENERAL SINK/WHB/WC REPAIR. This could be prioritised as more urgent depending on the nature e.g. a blocked toilet.	1172
07900	07	labour in dayworks	1013
04900	04	labour in daywork	757
04278	04	Fit/renew lock/latch/night latch. This needs more discussion as some tenants abuse the system and regularly call out a joiner. Perhaps new	552

		proposals for charging will be the answer.	
06400	06	Jet Down Drain. This will remain at within 24 hours.	552
06216	06	REPAIR BURST PIPE - INCLUDES DIG UP. This will remain at within 24 hours.	480
03900	03	labour in dayworks	389
04210	04	BOARD UP OPENINGS. Often this is caused because the tenant has lost his keys and broke the window to get access or because of a rumpus between friends that have been consuming alcohol or drugs. The proposal is to inform tenants what they should do e.g. tape it over, and someone will be out within 24 hours.	382
14900	14	ROOFER DAYWORK	369
04318	04	Gain entry	365
11901	11	Gas Safety Check. Gas safety checks are only carried out by SC for Carbon Monoxide [Gas Board for other] Instruct to open window, turn off boiler etc. and respond as blue light emergency.	346
06329	06	CLEAR CHOKED DRAIN	319
04280	04	Repair lock	215
07234	07	Meggar Test. This is the check that is carried out when the power keeps going off and resetting the trip switch doesn't solve it.	203
07907	07	Complete loss of power; sockets. Leave until morning and attend first thing.	191
02122	03	loft insulation	173
07910	07	Partial loss of power; lights	163
07224	07	Renew / Repair Close Lights	143
07307	07	Fit/Renew mains smoke detector	130
11701	11	Complete no hot water	130
11900	11	labour in daywork	128
07281	07	Dry out electrics 1 room and test	127
07908	07	Complete loss of power; lights	121
06295	06	REPAIR / RENEW SHOWER	108
07911	07	Complete no central heating; electric	95
07236	07	General Repair at Door Entry System	90
07909	07	Partial loss of power; sockets	90
04222	04	Fit/renew pull handle/lock	78
06224	06	RENEW PART TO CISTERN	63
07308	07	Fit renew battery smoke detector	62
11609	11	Carbon Monoxide alarm sounding. This is a blue light category	53
02129	03	temporary heater	52
06258	06	general repair to radiator	48
07250	07	Renew pendant. lamp holder, batten holder, flex and	48
07289	07	Disconnect/Connect	48
07256	07	Renew socket, spur, flex outlet, CCU or Connection	45
07700	07	General Heating Repair	44
06242	06	clear air locks from pipework	40
06340	06	GENERAL REPAIR TO CYLINDER OR TANK	40
04228	04	Remove/refit any item of door	39

04350	04	Adjust tilt and turn gear. This is a type of window.	36
07255	07	Renew 1500 fluorescent fitting	36
07212	07	Renew bulb holder, starter, choke	31
07306	07	Fit/Renew Electric Shower	31
07305	07	Test Shower and Report back	30
06215	06	general bath repair	29
11703	11	Radiator not heating/warm enough	25
14128	14	Inspect/Measure Roof, Submit Written Report; include minor repairs	24

Agreed Actions

1. Alexa will list the Blue Light Emergencies. It will include house fire or flood and could include locked out or blocked toilet.
2. SC will encourage people to leave a key with family or neighbours.
3. SC will produce a pamphlet with instructions on what to do in specific circumstances – e.g. heating has gone off, electricity has gone off.
4. Alexa will write up a draft new policy and email it to Moira to circulate.
5. The policy will have a statement of principle of what the policy should achieve, change the wording of what an emergency is, give a list of blue light emergencies and stress that emergency response is inside 24 hours and urgent repairs will be prioritised.

AOCB

Dolly said that although she has been told that the amenity squad will not uplift items that should have been collected as domestic waste; they have done for her area.

The next meeting is Tuesday.

Tuesday 25th February at 10.30is in Allan Waters House when we will discuss the draft new policy.

Appendix 1

Day to Day Top 50 Repairs

SOR Code	SOR Text	Works Order Count
11	Complete no central heating	16210
11	Service Central Heating	13746
99	Subcontractor estimate per GBP	12752
07	labour in dayworks	9481
04	labour in daywork	8730
06	GENERAL SINK/WHB/WC REPAIR	5868
06	labour in dayworks	5572
11	labour in daywork	4579
14	ROOFER DAYWORK	3747
03	labour in dayworks	2838
04	Fit/renew lock/latch/night latch	2340
06	Jet Down Drain	2295
11	Gas Safety Check	2240

05	labour in daywork	1993
02	uplift items from back court	1620
12	Plasterer Dayworks	1470
11	Fit part to heating, any type up to 1 hour	1351
04	Fit key safe	1317
06	remake joint at cast iron rhone	1178
04	Inspect/Measure door or window , provide written report; include minor repairs.	1146
02	amenity squad job	1063
07	Renew / Repair Close Lights	948
09	Homeless Property Cleaning	941
07	Megger Test	940
04	CHECK WINDOWS	902
12	Contact Supervisor - Plasterer	830
16	labour in dayworks	827
07	Renew fan	762
07	Renew pendant. lamp holder, batten holder, flex and	752
07	General Repair at Door Entry System	690
07	Partial loss of power; lights	627
04	Repair lock	624
04	Fit/renew pull handle/lock	598
04	Remove/refit any item of door	598
06	CLEAR CHOKED DRAIN	593
06	REPAIR BURST PIPE - INCLUDES DIG UP	588
07	Fit/Renew mains smoke detector	577
04	Gain entry	563
04	Fit/renew panelling	557
06	RENEW PART TO CISTERN	557
04	Contact Supervisor - Joiner	548
08	fit double glazing	546
04	BOARD UP OPENINGS	522
04	Fit/renew handrail include	499
06	REPAIR / RENEW SHOWER	494
04	Renew internal door	488
12	PLASTER REPAIR	462
04	Survey void measure minor repairs	459
07	Renew 1500 fluorescent fitting	448
11	Complete no hot water	444