

NOTES OF REPAIRS GROUP MEETING
HELD AT ALLAN WATER HOUSE
ON 29th JANUARY 2019 at 10.00 am

Present:

Moira Robertson, Anna Johnston, William Derrick, Alex Lamb, Alex Wallace, Hugh McClung, Philomena McClung, Michael Griffiths, Alexa Scrivener (Team Leader – Housing, Stirling Council), Jimmy McCrory (Team Leader – Housing, Stirling Council), Douglas Wilson (TPAS), Representatives from Homelync.

Apologies:

Duncan Faichney, Helen McDougall.

Douglas welcomed everyone to the meeting and everyone was introduced.

Prior to the start of the meeting Homelync gave an update on the Homelync system and how it had affected those who'd had it installed as a trial. Further update will be given on **9th April 2019**.

William thanked Homelync for their presentation and looked forward to getting an update on **9th April**.

Notes from previous meeting:

Had been circulated.

Matters arising:

Page 3 – Draft Repairs Policy – Alexa has made the necessary changes and will bring the amended Policy to the next meeting.

Communications Group – At this time, owing to Colin having left, no date has yet been arranged for taking this forward. Alexa suggested an approach should be made to Chief Housing Officer – William will try to arrange a meeting.

Service Performance Report:

Alexa presented the repairs statistics for 2017/2018 and for 2018/2019 (figures for latter months of 2018/2019 were not available due to technical problems with Northgate).

Average time to complete emergency repairs in 2017/2018 was 6.4 hours.

Average time for 2018/2019 – up to December – is 7.6 hours.

2017/2018 Scottish average, including all RSLs, was 4.0 hours. Scottish average for local authorities was 4.5 hours.

Stirling Council was 21st of the 25 local authorities which reported their performance in 2017/2018.

Average time to complete non-emergency repairs – target is 6.5 days.

Average time for 2017/2018 was 4.6 days.

Average time for 2018/2019 – up to December – is 4.6 days.

2017/2018 Scottish average, including all RSLs, was 6.4 days. 2017/2018 average for local authorities was 7.8 days.

Stirling Council was 4th of the 28 local authorities which reported their performance in 2017/2018.

Percentage of all non-emergency responsive repairs completed within target.

2018/2019:

April 72.5%
May 76.4%
June 79.3%
July 79.0%
August 76.6%
September 83.1%
October 80.5%
November 73.1%
December 80.4%

Current improvement plan:

- To upskill contact centre to get the right classification of repairs as specified in the Repairs Policy.
- Working Group has devised a new materials ordering process which will increase repairs completed in one visit – this was circulated and implemented in January 2019.
- Development of an integrated asset management system which will identify components in a property to ensure tradespeople carry the right stock.

Emergency Repairs:

All heating repairs are categorised as emergencies and are usually attended to by the shift engineers who work 7 days from 8am to 7pm.

Plumber repair examples include dealing with leaks and blockages.

Electrician repair examples include no power, checking electrics after water damage.

Joiner repair examples include gaining access and boarding windows.

Builder repair examples include fitting polythene to loft (temporary measure due to roof leak) and supplying dehumidifiers.

Repairs currently conduct telephone surveys. These take place when resources are available to handle calls and are deemed a low level priority. To improve volume we have developed an extract from Northgate which details responsive repairs complete. This also has an e-mail address which will allow us to send surveys via e-mail from 2019. Members of the Operations Team who are office-based have been asked to conduct surveys once per week. Technical Supervisors have been asked to conduct surveys when attending to post inspections.

Discussion:

- 1) Alexa said that a tenant can request an appointment for tradesperson to call.
- 2) Call Centre should ask if there is anyone elderly or infirm in the property, or any young children – this is not happening. A sub-group had visited the Call Centre but it was felt that a follow-up visit should be happening.
- 3) Moira pointed out that **all** electric heaters have to be non-functioning before Council treat the repair as an emergency. Alexa agreed that this should be looked into and Jimmy added that common sense should prevail, eg where non-functioning heater is located.
- 4) William pointed out that a lot of comments on the rent consultation survey had concerned repairs. Alexa assured William that she and her team are responding to all comments.

Information from Tenant Representatives:

- 1) Cowie – A road sign has appeared in Scotstoun Road saying work is to be carried out there. None of the residents have any knowledge of this. Alexa and Jimmy both felt that this was to be work by Open Reach.
- 2) Criannlarich – Moira reported that 1 Strathmore Terrace is empty.

Any other business:

- 1) Hugh expressed concern about Our Power being declared bankrupt. Ofgem are in process of seeking a supplier to take over from Our Power. As Stirling Council had recommended Our Power to new tenants Hugh felt that Council should be reassuring tenants that their supply will not be affected and that once Ofgem have appointed a new supplier it will be up to each individual tenant to decide which supplier to use. Jimmy said 500 properties are linked to Our Power. Communications Team will be issuing advice to those tenants. William expressed disappointment that this hadn't already been done as a matter of priority. Alexa said that a briefing paper had been drawn up and presented to Chief Housing Officer. CHO will be responsible for issuing the statement. Hugh felt that the information should also be on Stirling Council's website. Hugh felt that a policy of recommending a supplier should be stopped.
- 2) Hugh advised that a Model Tenancy Agreement for Private Rented Sector is being introduced by Scottish Government. This should have been out in December 2018. There is a model format for private landlords to follow. Moira said that there is a tenancy agreement which has recently had a couple of changes made to it by Scottish Government. Government decided to bring out a hard copy with these amendments included.

Date of next meeting/s:

Repairs Group – Tuesday 26th March 2019 at 10.00am at Allan Water House

Presentation by Homelync – Tuesday 9th April 2019 at 10.00am at Allan Water House