

Performance report was issued – however, this did not show targets or overall average for the year. Jimmy would get this information for us.

Current figures at the end of Quarter 4 (March 2019) read as;

% of all non-emergency responsive repairs completed within target 79.8%

% of emergency repairs completed on time (24 hrs) 96.6%

% overall customer satisfaction for responsive and emergency repairs 89.5%

Average time to complete emergency repairs (hours) 6.47 hours

Average time to complete non-emergency repairs (days) 3.88 days

Hugh asked about bringing emergency completion times back within 4 hours.

Jimmy advised of the new 'urgent' category, so a lot of emergency repairs can be reallocated to urgent – so stats should improve for emergencies.

Moirá asked if the figures are below targets are reasons being looked at, and if it a possibility that targets are set too high?

Jimmy advised he will look at this and report back – he also confirmed that reports would be adapted to take into account the new 'urgent' priority.

SHIP

Next item on agenda was included, as the Repairs group had asked to be informed of SHIP at a previous meeting – unfortunately, this information was not available at this meeting.

Jimmy/John confirmed that it would be Niall Patterson who would be able to provide this information. Leza confirmed she would speak to Niall and ask if he can present this information at the next meeting.

Local Issues

Hugh – boundary fence on goosecroft dual carriageway is now in disrepair. Wires are hanging over the pavement. He confirmed it was HRH land and it was a metal fence.

Jimmy confirmed he will speak to Gregor and confirm no shared costs and get it looked as if definitely HRH.

Moirá – asked about her window locks and how difficult they would be to repair. John/Jimmy confirmed should be an easy enough repair and it sounded like a new handle was required.

Also confirmed that a new window programme was currently being looked at.

Alex Wallace – asked about a recent void in Bannockburn that the new family moved into and then new windows were fitted after the new family had decorated. Jimmy advised this should have been done at void stage but would look into the reasons why this was done like this.

Also mention a new sign that was fitted in Ferrdean Terrace – it is pointing the wrong way.

Hugh asked about the lifespan of the central heating systems. Jimmy confirmed boilers are 12-15 years and 25 years for a whole new system.

He also confirmed that smoke alarms should be replaced during void period or part of the kitchen replacement programme.

Hugh advised that himself and a neighbour had been visited by a SC tradesman that called out without notification of his visit and when he realised that his smoke alarm was not hard wired he went away again and never came back. Jimmy/John were not aware of any ongoing programme just now.

Next meeting 23rd July 2019

AWH – Training Room

He suspected it may be linked to the distributor but could not be 100% sure. Would need to investigate further. Homelync advised if any new tenants wanted to join the pilot scheme to contact Stirling Council and they would pass the details on. Anna passed on some details of another STA member who had already expressed an interest.

Previous Minutes

Homelync staff left the meeting and minutes from the last meeting was discussed.

Leza explained how there was not any minutes from the last meeting (March) but notes from the January meeting had been circulated. No comments made.

Revised Repairs Policy

It was discussed how this was agreed at the Hag meeting on 10th May 2019 but was to be taken to the Council for approval.

Call Staff Training

John McGill advised he is looking at forming a focus group to improve different sections working together. He said Falkirk Council had a good example of a new way of working that he is currently looking at but is at the very early stages.

The Falkirk idea is when someone reports a repair they can view a picture online and indicate exactly where the issue is. Tenants raised concerns for people who were not online or who did not use computers. John clarified that they will still always be able to phone the repair through but this is just another way to report repairs; to help identify repairs so trades can get it right first time and repairs are not identified incorrectly.

Moirra asked about how quickly someone would look at this if they were reporting a repair online – John said it would be looked at immediately and an appointment would be made for that tenants repair.

William asked if you could still talk to someone whilst reporting this repair online – John advised you would.

Jimmy confirmed the reason for looking at this is there is a lack of construction knowledge at the call centre but felt this is because they don't specialise in housing they also take calls on roads, lighting, cleansing issues etc.

William raise concern about the options given when phoning the 40 40 40 number. The main issue being that there is no option to press the option until you get to the end of the message, by the time you get to the end of the message you forget the option. Jimmy advised this had been rectified. William also stated the repair voicemail message was extremely boring and this is something that needs to be looked at. William also advised that Isobel McKnight who is in charge of communications for the call centre was at the Cowie Community meeting yesterday and he is keen to arrange a meeting to resolve issues.

Alex Wallace raised concerns about his windows as they do not open completely and only open to the safety catch allows them to. John McGill took a note of this and advised he will get this looked at.

Hugh McClung raised concerns over the new system ideas and if there was any timescales. John confirmed no timescales given yet. However, it would need to be tested and timescales given if going ahead to try it. Hugh also asked if SC goes ahead with new idea then Repairs Group should be involved. Costs for this also need to be looked at, and balanced against 'getting it right first time'.

Performance Report

NOTES OF REPAIRS GROUP MEETING
HELD AT ALLAN WATER HOUSE
ON 28th May 2019 at 10.00 am

Present:

Moira Robertson, Anna Johnston, William Derrick, Alex Lamb, Alex Wallace, Hugh McClung, Philomena McClung, , Jimmy McGrory (Team Leader – Housing, Stirling Council) John McGill (Supervisor), Leza Lafferty (TPAS), 2 x Representatives from Homelync.

Apologies:

Duncan Faichney, Michael Griffiths

Leza welcomed everyone and meeting started.

Homelync presentation.

Luke from Homelink showed his presentation on the Homelync project and how the pilot started in October 2018. This was put in 6 homes throughout Stirling. He explained that there are 4 hubs (environmental sensors) including voltage optimisers. Carbon monoxide alarms, connective boilers, and water sensors.

Previous studies showed an average saving of £53 per year.

There is a humidity alert hub, which can highlight issues such as damp or condensation.

This allows Homelync to highlight to landlord/tenant and investigations can take place into the reasons for the readings – i.e., structural problems or living condition issues.

The average water use is 154 litres. Previous pilots have shown 108 -199 litres are being used. This then highlights a need of ways to help save water.

Moira raised that she had received her readings from her pilot and it had displayed a usage of 78% as 'unknown'. Luke agreed that sections of the statistical reports need to be broken down further and detailed better. Luke also advised that Homelync are looking at other sensors i.e. hive. Tenants agreed that they need to know exactly what their usage is and reasons why. It needs to be clear and easy information.

It was also discussed that England charges more for their water than Scotland as Scotland water board is not yet privatised.

Homelync also looking at smoke alarms and how they send signals to each other. Homelync also looking at smoke alarms being able to indicate if there is a fault with the alarm.

William advised that if his smoke alarm goes off then this link into his neighbours houses too. Jimmy explained this must be a fault in the system, as it should not set off neighbour's alarms. William stated he found this quite useful as it means if there is a fire in one the houses it alerts the neighbours.

Learning insights from the Homelync pilots - results need broken down better to include what data is useful to tenants/council. Some pilot outcomes also needed more evidence before savings could be confirmed i.e. water usage.

It was agreed that the pilot should be continued and existing tenants were happy for it to be continued. Luke thanked all tenants for agreeing to take part. Luke confirmed that this would involve an upgrade on the existing hub. William advised that the pilot had helped identify a fault with his dehumidifier. Alex Wallace agreed it had also highlighted a fault in his house. Moira asked about sensors for electric heaters- quantum storage heaters.

Luke also advised if your house has solar power panels then tenants should be saving more but the current savings are estimates. Anna asked a question about her lights – but Luke was unable to determine the cause for her lights getting brighter when son turns his on.