

NOTES OF REPAIRS GROUP MEETING  
HELD AT ALLAN WATER HOUSE  
ON 23<sup>rd</sup> July at 10.00 am

**Present:**

Anna Johnston, William Derrick, Alex Lamb, Alex Wallace, Hugh McClung, Philomena McClung, Michael Griffiths, Jimmy McGrory (Team Leader – Housing, Stirling Council) John McGill (Supervisor), Niall Patterson (Development Officer) Leza Lafferty (TPAS).

**Apologies:**

Moir Robertson, Alexa Scrivener

Leza welcomed everyone and meeting started.

**Minutes of last meeting** – no comments

**Call Centre Update**

John McGill confirmed that the call centre has now been relocated to Teith House following the recent floods. He believes this is on a permanent basis. A working group has also been established to improve service.

John then gave out handouts showing an example of the new system Stirling Council are thinking of using. It is a picture guide so that tenants and staff in the call centre can identify the exact repair required and this will help the correct trade to attend and fix first time so should reduce timescales for completing repairs.

John explained that repairs can still be reported via the call centre but the staff will talk tenants through the pictures to identify the exact repair required. New tenants will be the first to be introduced to this method. An article will be put in the next newsletter advertising the system and explaining how it will work.

Tenants thought this was a good idea but thought this may be an issue for tenants with eyesight issues – John confirmed that tenants can still report repairs via the telephone and if required a larger picture brochure can be issued to them. Tenants with no access to computers will be issued with a brochure with pictures. The brochure can be customised to suit what Stirling Council need.

Leza confirmed it would be good for overcoming any language barriers.

There will be a trial period for this new system and results of this trial will be reported to the tenants.

Tenants asked if the brochures would be made available in libraries, community centres etc. Jimmy advised there might be no need for this as tenants without the picture brochure can still phone and staff will ensure they ask the correct questions to identify the repair.

## **Service Performance Report**

Jimmy McGrory gave out handouts showing service performance indicators for 2018/19, 2019/20 and 24 hour emergencies.

Jimmy explained there were some figures missing concerning percentages for customer satisfaction for the Quarter 1 in 2018/19 – this was due to issues with the system.

Hugh questioned why the figures were fluctuating from 73% - 96% between the different categories. Jimmy stated it was unclear but sometimes the figures can vary depending on the time of year for example; December when it is Christmas there may be a shortage of staff to deal with the 24 hour call outs due to holidays. Staff sickness can also have an effect on performance. Jimmy confirmed that emergency cover can be arranged and the jobs are distributed out to remaining staff, sometimes this can include the supervisors, if required. Hugh also highlighted that there is no year to date (YTD) figure in the 2018/19 table. Jimmy stated he was unsure why this was left out, but was certain the overall figures were higher than the target.

Jimmy raised concern over the figures in the 3 monthly report for 2019/20 so far as % of non-emergency repairs are averaging to 76.1% and % overall customer satisfaction for responsive and emergency repairs are averaging at 90.4% - both are well under the 95% target.

Therefore, there is a trial ongoing where instead of the system predicting the tradesmen's jobs the tradesmen themselves are planning their day. This started in June after consultation with the trades. Jimmy advised this is not showing improvement in service yet, but willing to run the trial meantime and will continue to monitor closely.

This trial was agreed as tradesmen stated they were having difficulty meeting appointments. Designation of the repairs were also causing an issue.

It was also confirmed that 10 posts are currently being advertised (all trades) and apprenticeships start in August 2019.

Concerning the emergency repairs a total of 583 emergency repairs were recorded in June 2019 and 97.3% of these were completed within time. Therefore, emergency repairs are currently running above the target of 95%.

## **Strategic Housing Investment Plan (SHIP)**

Niall introduced himself to the group and gave a quick explanation of what his role involves and what the SHIP actually is.

There was a discussion about the use of jargon and the term 'affordable housing' and what this means. Hugh confirmed that the Scottish Government are releasing a paper on what affordable housing means but it was agreed that this means different things to each individual as what is affordable to one is not affordable to another.

Niall explained that £57,000 is received from the government for every new house built. £9.5 million has been received from the government this year.

Niall confirmed that the SHIP money received is not just allocated to the council but also distributed to the Resident Social Landlords (RSLs – Housing Associations), Private developers etc.

£4.2million of the funds had to be given back to the government due to this money not being spent. This was due to a delay in the Raploch new build project. Delays were caused due to the contamination of the land. The council therefore now have to spend their funds

The spend for this year is low but anticipated to be high once the Raploch new build begins. It is hoped this will be within this financial year.

The date for the Cowie new build project is hoped to be started in October 2020. This is currently just at planning.

Niall confirmed that following 2020 figures for SHIP are not currently available.

It was asked if the change of regional areas will affect SHIP. Niall advised this should not have an impact on SHIP.

Tenants were not encouraged by the lack of building by Stirling Council. Tenants also raised concern that they have never been invited to the SHIP Development meetings. Niall confirmed that the tenant consultation is usually carried out at the HAG meetings but happy to attend the next Tenants Assembly Meeting prior to HAG. It was confirmed that the next STA meeting is on Tuesday 20<sup>th</sup> August at 10am in Crainlarich.

It was also asked why RSLs get more funding for building than the Council – reasons for this is unknown.

### Homelync Update

Jimmy confirmed that Homelync are currently upgrading current installations. Another 2 volunteers are being installed in August. Homelync are hoping to achieve another 20 volunteers for the trial. An article is in this months Open Door newsletter to encourage more volunteers.

Jimmy confirmed he discussed the issues that Anna was having since her homelync device was installed. Homelync think the power surge is due to the volume optimiser not being able to cope with the voltage and therefore it moves to the mains. However, Anna states it only happens when her son turns his light on so didn't think the power required would be so high. Therefore, not sure of reasons why this happening but asked to see if the upgrade makes a difference.

### Local Issues

Anna – raised concerns about the flats at ~~the shops in~~ *house at Skelton* *Goosecroft* ~~Compton~~ and why they have had a sign up on them stating 'last remaining unit' for the past 2 years. Staff present could not answer this but assume its still vacant.

Anna also wanted pass on good feedback that she received from a tenant in Bridge of Allan with regards to the service they received from Stirling council tradesmen. Jimmy thanked her and advised he would pass this onto the tradesmen.

Alex Wallace – raised concern over a patch of grass that constantly gets missed when Land Services cut it. It was highlighted that this wasn't a housing matter and Alex should try contacting his Councillor. He advised he has contacted him and is still waiting on him calling him back. *Alex wasn't aware this was not a housing matter.*

Hugh asked if tenants could get an update on the Goosecroft Road repairs. John advised this is scheduled to be fixed on the first week in August.

Wullie also asked about a separate emergency number for tenants during the floods. Leza advised she had sent his query about this onto Isobel McNichol. Isobel had responded to

advise 'the idea of an emergency number is sensible, the best solution would be for the number to remain the same and redirected behind the scenes. Will update you on the outcome of our telephone review'. **The full email was forwarded onto Wullie for his reference.**

AOCB

No other business

Date of next meeting

Tuesday 10<sup>th</sup> September 10am Allan Water House, Training Room

Next meeting 10<sup>th</sup> September 2019  
10 am  
AWH – Training Room