

REPAIRS MEETING NOTES – 4TH FEBRAURY 2020

Present – Moira Robertson, William Derrick, Philomena McClung, Hugh McClung, Alex Wallace, Robert Cairney, Anna Johnston.

Staff present - Alexa Scrivener, Jimmy McGrory, Leza Lafferty (TPAS worker)

WebEx demo – New Repairs system (Repairs finder)

Alexa advised that this has moved on from when she did the WebEx demonstration with the tenants at the last meeting. They are now looking at categories, timescales, schedule of rates etc. Also looking at a programme for Repairs Finder.

The first test was carried out and it came back with some broken links so working on fixing these.

Northgate also to do update before carrying out the second test.

Alexa will set up another demonstration on how it is going to work for tenants to see it in action.

Alex Wallace asked, 'what if the repair is on a shower that swd fitted?' Alexa confirmed this is one of the areas that need to be fixed on the new system so that it works to identify repairs like this.

Homelync

Alexa currently engaging with Luke from Homelync as communication had previously broken down – so trying to get this back on track. Another 22 properties have been identified as well as some voids. Installations should take place in these properties before the end of March.

Alex Wallace said he was waiting to hear on an update from Homelync – Alexa advised anything like this, and she will let Luke know. Leza will chase this up for Alex.

3 years satisfaction survey

Hugh raised concerns over the 3-year satisfaction survey and how he feels it is not a true reflection on the STA surveys that were carried out. Alexa explained that we should expect to see fluctuations on satisfaction levels as these are usually based on the last repair or experience a tenant has had done.

Willie advised he thought a lot of the questions were very leading and this obviously has an impact on the answer the tenant gives. Willie asked if tenants could see the questions before they are put into the survey the next time.

Alexa advised she will give feedback on this to the Quality Performance Team and the consultant that does the survey.

Robert agreed that he felt like the consultants that were carrying out the questions asked the questions in a certain way to get a certain response. Hugh stated these concerns needed to be addressed.

Letters were supposed to go out before the satisfaction survey visits took place but a lot of tenants' state, they did not receive a letter.

Tenants stated again they would like to tackle a lot of these concerns before the next satisfaction survey is done.

The group then looked over the areas for concern on the satisfaction survey. These areas of concerns varied and would be circulated to the group by Leza who will set up a tenants meeting to discuss ideas for the action plan on how these rates can be improved.

There was also a discussion on how the questions are asked. All this will be considered and put into the action plan. Alexa advised one of the recommendations in the action plan could be that tradesmen have Ipads that they can complete at the end of the repair whilst he is still in the house. Robert suggested that tenants are asked for a scale between 1 – 10 and anything below a 7 is followed up once back in the office.

Performance Report

7-day target appointments – Nov 93.8%, Dec 93.1%.

Emergencies – 24 hours – Nov 96.2%, Dec 97.4%

Customer satisfaction response – Nov 100% (only 10 carried out), Dec 83.3%

Average time in hours (emergency) – Nov 7.1 hours, Dec 6.4 hours

Average time in days (non-emergency) – Nov 2.5 days, Dec 2.3 days

Jimmy confirmed that kitchen and bathroom trades were put not reactive repairs over Dec due to Christmas break.

Local Issues

Anna – asked why her skylight window had been removed. Jimmy confirmed this is currently part of the cyclical works as no viable to keep them due to repair costs. Anna stated she had received no notification that they were going to do it or why they were doing it.

Hugh – stated that during the bad snow he had noticed that a lot of the houses had black roofs, and this was a sign that heat was escaping from these roofs. Hugh then said he would like to see the roof replacement programme back on the agenda. Jimmy confirmed there is currently a small squad of guys working on roof replacement, and that £1.3 million had been put aside for new roofs and they were currently looking for a contractor.

Leza then raised to local issues on behalf of 2 tenants who were not present.

Helen McDougall, Dunblane – question regarding retaining wall at the front of her property. Jimmy advised this is currently being repairs.

Alan Brown, Culterhove – paintwork at front door currently peeling – never repainted after new door was fitted. Jimmy advised he would investigate this.

Alex Wallace, Bannockburn – regarding neighbours bell being removed and carer finds it difficult to gain access now. Leza will get more details from Alex and pass details onto Alexa who will check with OT if there is anything else, we can do for the lady. Ladies niece will need to authorize this first.

Hugh then said for the next meeting he would like a report on the end of tenancy inspections and the anti-social behaviour strategy (this will need to be separate from the repairs meeting).

Alexa also mentioned a system that has been brought to her attention from the Trading Standards with regards to identifying phone scammers. If anyone is interested in this to let her know and she will pass on the details.

Willie said his son had moved into a new house and all the repairs had been done – he wanted to thank the council for this.

Next meeting – 5th May 10am, Conference Room, AWH.