

NOTES OF REPAIRS GROUP MEETING

HELD ON 21 November 2023

Present:

Officers – Alexa Scrivener, Jimmy McGrory, Kerray Dawson, Luke Scrivens

Tenants – Sarah Jane Dunbar, Anna Johnston, Moira Robertson, Alexander Wallace, Margaretanne Browne, Hugh Mclung

Apologies:

Officers – Stephen Swan

Tenants - William Derek & Robert Cairney

Minutes of last meeting:

Notes from 220823 had been circulated and agreed.

Performance Report:

2023/23 Repairs	Quarter 2			Quarter 3		
Indicator	July	Aug	Sep	Oct	YTD Average	Target
% of all non-emergency responsive repairs completed within target	96.40%	92.40%			95.50%	95%
Average time to complete non-emergency repairs (days)	7.43	7.49	8.16		7.61	6.5 Days
% of Housing Emergency repairs completed on time (24 hr repairs)	98.90%	98.20%	98.50%		98.30%	95%
Average time to complete emergency repairs (hours)	4.46	5.22	5.27	6.58	5.09	7.2 Hrs
% of overall customer satisfaction for responsive and emergency repairs	93.50%	89.80%	91.80%	89.80%	89.20%	95%

Kerray went through the most up to date performance figures, showed there had been a slight decrease in the October figures but also explained how this was to be expected due to the two severe storms Stirling experienced. In fact she praised Stirling Council staff for their hard work during these storms, helping those in areas affected by flooding and road closures. Tenants from Aberfoyle wrote in to thank the council for their work during the floods.

This was acknowledged by the Tenants representatives.

Operations update

Kerray gave an update on day-to-day repairs across the service touching on the councils work on the housing online system, stating that the interfinder was ready to be installed onto our parent system NEC and then tested.

The service has been progressing with the installation of the environmental sensors and there is no longer a backlog with rotworks and mouldworks.

A new building surveyor has been hired and will be working with in the operations team .

Works being undertaken in Wellgreen with scaffolding up due to damage caused by the storms. This work will be undertaken by subcontractors once the procurement process is complete.

Technical Team Update

Gas servicing has been progressing, a contractor has been brought in to help with this, though there has been some "teething issues" that need to be worked on. This hasn't impacted the delivery of the service and the programme is going well with no missed gas services within the gas certificate renewal date.

Bathrooms, Kitchens and adaptations are progressing well, but recruitment to the technical team is still an on-going problem that Jimmy hopes will be helped by the pay increase.

Kelly Court has been found to have Reinforced Autoclaved Aerated Concrete (RAAC) and is being monitored, but no current concerns.

A new contract is soon to go out to market early next year for a £3.5 Million roofing and rendering service over the next three years.

Update on Housing Online

Alexa gave a brief overview of the Housing Online system to the group, touched upon how the system is being integrated with the housing management system currently in use (Northgate/NEC). This means that

tenants will be able to "self-serve" with certain tasks, such as housing applications, repair requests & monitoring as well as checking a rent account. Questions were presented about the data security by Hugh and Alexa answered by stating the service will follow strict GDPR rules.

Repairs were discussed, how tenants can book their own appointments, except emergency repairs, which will still need to go via the contact centre.

Alexa told the group that she hopes the system will be ready for the tenants to be signed up for an online account if they wished to do so, at the next repair group in February.

System is set up to direct people to the required service to answer their query, example of someone asking about cyclical maintenance would be directed to Jimmy's team and they would have a target to answer within two days.

Alex asked a question about the types of language that would be used and Alexa reassured him that there is a full team looking into the accessibility of the system. They will be looking into both the language used as well as the user interface to ensure it is appropriate for every demographic.

Environmental sensors

Alexa gave update on environmental sensors. First was thanks for the COSLA award for delivering excellence. Thanks to repair group for challenging and asking questions to help develop the service. Moira is getting hers in next Wednesday as she was on holiday.

SC is prioritising putting sensors into all void properties, new tenants are signed up the monitoring app and also putting sensors into properties with damp, mould and condensation as well as people who complain about mould.

Alexa also touched upon a new set of questionnaires she would ask tenants to complete in order to provide a qualitative baseline to monitor health and well-being improvements over a period of time. This was developed by Michael McLaughlan (a healthier homes pathfinder).

Local Issues

Moira: Thanked Jimmy for providing special cleaning fluid to be used in her home, this was needed due to having a septic tank. Jimmy asked for feedback as to whether the cleaner worked so he could recommend it for others who have similar set-ups in their homes.

Hugh spoke on a few separate points;

- Spoke about residents being unhappy with Sidey, who have got a contract to replace SC windows, blocking Muirend Road with their vans parked up at the porta cabins close by blocking local residents from their garages. Vans have also been speeding going 30/40mph in a 20 zone.
- Also they use a generator, which is very loud and is usually turned on around 7am. Jimmy responded by informing Hugh it was hoped that they would be complete by New Year and they would be moved to reduce problems for local residents.
- Hugh went on to speak about cover boxes for electric and gas meters on council houses. Some properties are without these covers, which has led to people turning off tenants' gas or electric without their knowledge or consent. This leads to time wasted by SC staff coming to investigate as well as being a nuisance to the tenant. Jimmy responded that the council has looked into "overboxes" for these spots. Stated he would continue to look at this as a possible solution.
- Hugh's next point was on gardens in unallocated properties being left to grow wild, which means a higher cost of fixing it rather than cheaper consistent maintenance. Asked whether transfer requests could be put on hold until tenants sort their garden. Alexa answered by informing the group that transfers are put on hold if the property does not meet the Acceptable Standards Inspection which includes garden areas, but where void properties are from people either abandoning their tenancy or deaths, in which cases there is nothing that can be done to encourage the garden is maintained. Alexa went on to explain that when a property is void the garden isn't cut until someone signs up to move in, where the garden may overgrow in that time. Possible subject of a future TLI.
- Hugh finally went on to speak about a personal emergency repair that he experienced recently where after speaking with Lynn Watson was told him that changing priorities of repairs was very difficult and led to a longer wait for the repair to be undertaken. This was eventually resolved and Kerray spoke on behalf of the repairs team, stating that lessons had been learned and changes have been made to avoid same or similar scenarios. Kerray also that our Dynamic Resource Scheduling system was being

upgraded on that specific day and although that doesn't excuse the problem it may at least explain why it happened.

Anna then spoke about Scottish power trying to install a smart meter in her home and struggling due to the set up of her electricity. Showed a picture to Jimmy who stated he'd look into it.

Other business

Hugh asked about Procast contracts and how the work undertaken by them was broken down.

Alex asked for it to be noted that the last housing open day was the best one yet.

Next Meeting

The next meeting was booked for the 13/02/24 and is to focus on Housing Online.