

Repairs Group Meeting Minutes

Date: 03.09.2024

Attendees:

- Kerray Dawson
- Alexa Scrivener
- Margaretanne Browne
- William Derrick
- Moira Robertson
- Anna Johnson
- Luke Scrivens
- Sarah-Jayne

1. Introduction

- **Chair:** Luke Scrivens
Luke opened the meeting and invited the group to review any outstanding items from the previous minutes.
- **Solar Panel Maintenance:**
William Derrick inquired about the maintenance of solar panels.
Kerray Dawson provided an update, confirming that works to clear gutters are ongoing.
Anna Johnson mentioned that her gutters are currently in need of attention.
- **Solar Panel Cleaning Schedule:**
Gregor Wightman presented an update on solar panel maintenance.
The current contract stipulates that solar panels are cleaned every three years, with more frequent cleaning for certain properties. Specialized equipment is required for the cleaning process, as ionized water is used.
- **Battery Storage Budget:**
Moira Robertson suggested incorporating battery storage into the rent increase discussions.
Gregor provided an overview of the business plan and capital asset plan, explaining that budgeting for such improvements is part of a 30-year plan, which is currently being developed.
However, due to the volume of required information, this may not be included in the upcoming rent setting. Consultants from Arneil Johnson are advising on the rent setting process.

2. Performance Update

- **Non-Emergency Repairs:**
Non-emergency repairs are currently below target.
Kerray acknowledged that the target is ambitious, but expressed satisfaction with current performance given the high target.

Staffing shortages have been an issue, with a recruitment freeze lasting five months. Despite this, a process has been implemented to ensure all non-emergency repair queues are cleared by the end of each day.

- **Emergency Repairs:**

Emergency repairs are performing well, with an average response time of 3.36 hours. There is a slight drop in satisfaction levels, although nothing significant. Kerray noted that it is challenging to achieve 100% satisfaction, largely due to varying customer expectations.

3. Technical Update

- **Capital Update:**

Alexa Scrivener provided a report on behalf of Jimmy who is on annual leave

- **Aids and Adaptations (as of August 27):**

- Bathrooms: 41
 - Kitchens: 51
 - Boiler Replacements: 50
 - Full Central Heating: 32
 - Window Replacements: 67
 - Roof Replacements: 16
 - External Wall Finishing: 14
 - Door Replacements: 40
 - Electrical Installation Condition Reports (EICR): 510
 - Gas Servicing by PH Jones: 1,004

- Window contractors have been procured, and in-house contractors have completed a glazing course.

4. Operations Update

- Repairs are progressing well, although weather conditions have caused some issues.

Damp and mould surveys are being conducted at a rate of 20 to 30 per week. So far, 160 properties have been inspected, but not all require significant work.

Six properties require extensive repairs due to various incidents:

- One fire
 - Two floods
 - Damp and mould from an attic conversion
 - One property where the tenant removed plaster from the living room
 - One property damaged by a vehicle collision
- The repairs team is pleased with the new project planner tool. Joint visit markers have been streamlined with an automated system.

- **Contractors:**

The council has ceased trading with external glazing contractors, as the service is now provided in-house. A contract for independent rot works surveys is currently out to tender.

5. Transformation Update

- **Voids:**

As of last Friday, there are only 42 mainstream void properties, which represents significant progress. Most long-term voids have been cleared, leading to a reduction in enquiries.

- **Homeless Voids:**

Although homeless voids remain slightly high, they are part of ongoing project work and will be returned in bulk over the coming weeks. The council expects to no longer need subcontractors for void management once the backlog is cleared.

- **Procurement:**

Alexa Scrivener will oversee newly procured empty properties going forward, meaning all voids will sit with her.

- **Housing Online:**

The new Housing Online system is set to launch at the Open Day. High-traffic sections such as repairs, applications, and rent accounts will be available online, alongside a "Contact Us" section.

- **Voids Protocol:**

From October 1st to March 31st, all void properties will be drained to prevent burst pipes during the colder months.

6. Tenant Update

- **Void Property Enquiries:**

Moirra inquired about a void property in Crianlarich.

Kerray asked whether the heating will be turned on from October 1st. A self-help video is available online for tenants.

7. Next Meeting

The next meeting is scheduled for **December 3rd**.