

Minutes for the Repair Improvement Group - 03.12.2024

Attended

William Derek

Moir Robertson

Anna Johnston

Sarah-Jane Dunbar

Hugh McClung

Alexa Scrivener

Kerray Dawson

Luke Scrivens

Josh Tierney

1. Performance Update - Kerray

Non-Emergency Responsive Repairs:

- Appointment categories:
 - 48 hour Priority
 - 7-day appointments
 - 20-day appointments (external works)
 - 90-day appointments (complex works)
- Appointments are being reviewed to ensure correct categorization, avoiding delays caused by external factors such as scaffolding requirements.
- Noted issue: Building inspectors forgetting to close off jobs on Fridays, leading to mistaken delays.

Emergency Repairs:

- Business as usual, with no significant issues to report.
- Positive progress in responsive repairs; no reported issues. A shift worker will transfer to Jimmy's team.

Customer Satisfaction:

- Decline in October due to unmet expectations. The council has faced challenges managing tenant expectations and occasionally needing to deny requests.
- Repairs policy was temporarily suspended due to severe cold weather.

Rotworks:

- A scam involving damp and mould work claims was discussed, spoke about measures to warn tenants.
- From March, new sensors will be installed in council properties where damp and mould are reported.

Regulatory Measures:

- Average resolution time for damp and mould cases:
 - Initial visit: within 4-6 weeks.
 - Complex repairs: up to 90 days.
- Monitoring:
 - Percentage of reopened cases within the year.
 - Number of open cases at year-end.

Kerray expressed concerns about inconsistencies in year-end reporting across landlords.

- Enhanced treatment methods for damp and mould now address deeper issues, providing longer-term solutions.
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2. Technical Team Update

- Targets for kitchen and bathroom upgrades have been met.
 - Staff have been reassigned to longer-term void properties.
 - Electrical Installation Condition Reports (EICRs) and gas servicing targets are being achieved.
 - Slight increase in void properties: now 63, attributed to winter-related factors such as deaths, long-term care, and abandonments.
 - Acquisitions have decreased from 70 to 20.
 - Current priority: Quick turnaround for temporary accommodation to support homeless tenants.
 - 14 crash pads available.
 - ~12 properties require significant structural and capital investment work.
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3. Tenant Feedback

- Positive feedback received regarding the project at 1 Johnston Avenue. Tenants were impressed with the setup of the new building.
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4. Housing Online Demonstration - Josh Tierney

- 375 users are now registered.

Josh provided an overview of the Housing Online system, highlighting its key features:

- Most common use: Checking housing list positions.
- Demonstrated how repairs can be reported online.
- Once the rent consultation is complete and approved, tenants will receive letters about Housing Online.
- The contact centre has been instrumental in promoting the platform to tenants.

Key Features Demonstrated:

- **Application process:** In the future prospective tenants can apply online or amend applications as needed, current tenants and those with current applications can do this
 - Example: Mismatched details (e.g., “Jim” instead of “James”) are flagged and sent to the allocations team for approval.
- **Tiles and Priorities:**
 - From initial registration to homepage access takes ~2-3 minutes.
- **View List Position:** Provides context on housing positions.
- **Map Feature:** Displays available areas and properties. Tenants can update their area preferences.
- **Contact Us:** Tenants can send messages to the relevant teams.
- **Repairs:** non-emergency repairs can be reported online.

Date of Next Meeting:

11th March, 1:00–3:00 PM