

<b>TENANTS' FORUM</b>	Agenda Item
Thursday 12 <sup>th</sup> October 2017	<b>6iii</b>

## **RE-INVENTING REPAIRS - UPDATE**

This report provides the Tenants Forum with an update on the 'Reinventing Repairs' project.

### **INTRODUCTION**

---

At the last meeting of the Tenants Forum, representatives were advised that responsibility for repairs and capital projects to the Council's housing stock had been transferred from Environmental Care to Housing.

As a result, the Housing service unit now has sole responsibility for all aspects of the HRA capital programme, planned maintenance, responsive repairs and works to void properties.

By bringing all aspects of housing repairs into one place, we have a great opportunity to develop and deliver a first class repairs service that is professional, customer-focused and cost-effective.

### **REINVENTING REPAIRS**

---

The 'Reinventing Repairs' project will provide a framework for reviewing all aspects of the repairs service and introducing a series of service improvements over the next two years in the following areas:

- Balanced asset management strategy based on clear evidence and accurate data.
- Focus on 'one team', service delivery and asset management rather than on managing internal relationships.
- Better management and supervision of trades.
- Rigorous budgetary monitoring and control.
- Procurement of contractors, materials and supplies to be ethical and fit-for-purpose.

- Responsive repairs service to be cost-effective and designed around customer needs.
- Accurate performance data used to drive service improvement.
- Quicker turnaround times and reduced expenditure on voids.

## UPDATE

---

The 'Reinventing Repairs' project was launched on 29 September and work has already been undertaken in a number of areas:

- Staff in Housing and Environmental Care have been briefed on the organisational changes
- A corporate project team has been established
- An action plan has been prepared
- Capital resources of £130,000 have been transferred into the Major Voids programme
- Arrangements are being made to appoint contractors to undertake works to long-term void properties
- Priorities for the next six months have been identified, as follows:
  - Voids
  - Callsys
  - Out-of-hours
  - Workforce management
  - Repairs appointments
  - Adaptations
  - Performance monitoring
  - Statutory compliance
  - Asset management

The Tenants Forum will receive regular updates on progress in developing and implementing the projects within 'Reinventing Repairs'.

John Conway  
**Head of Housing**  
3<sup>rd</sup> October 2017