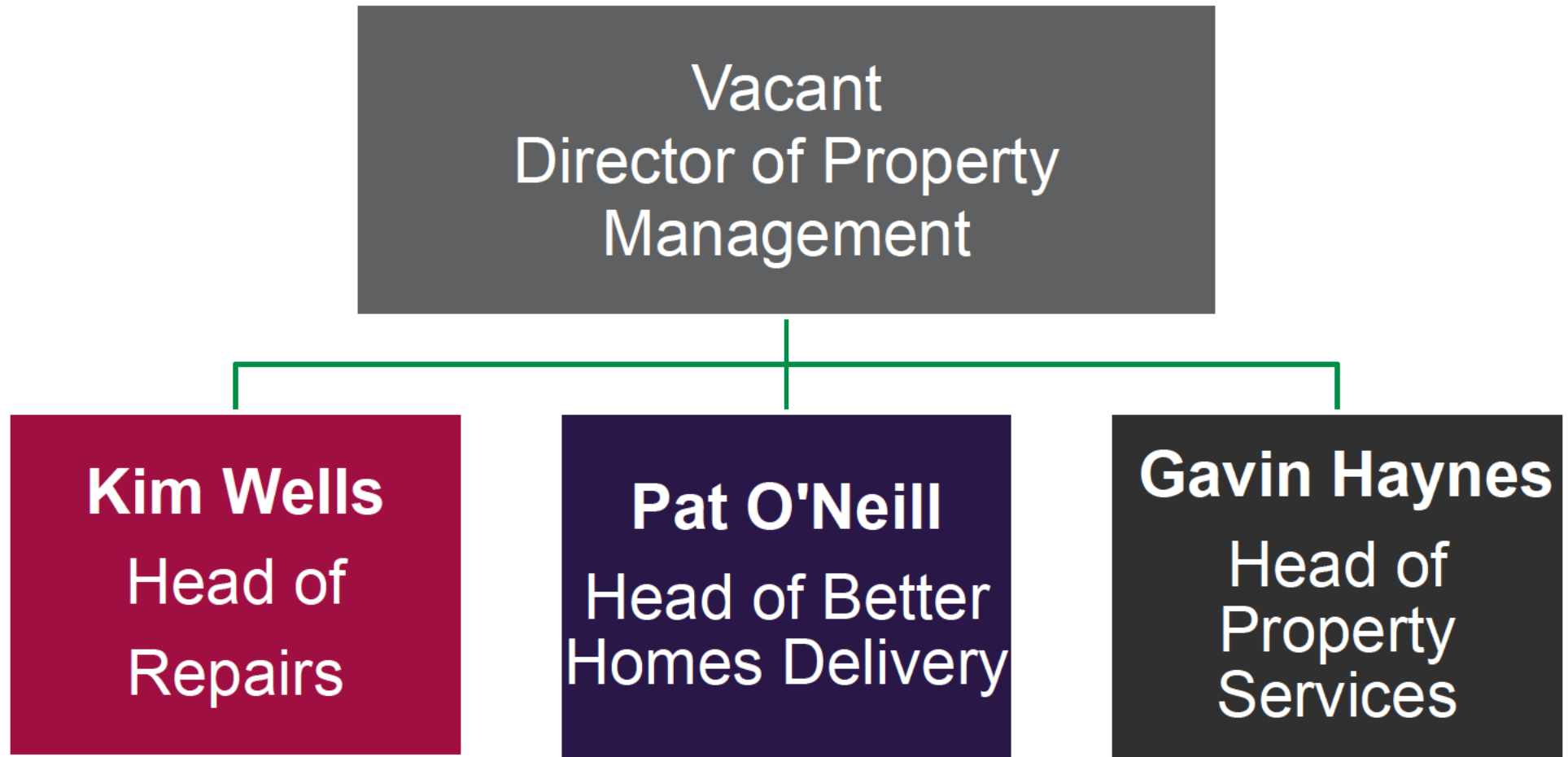


Property Management

Kim Wells – Head of Repairs



Management Structure



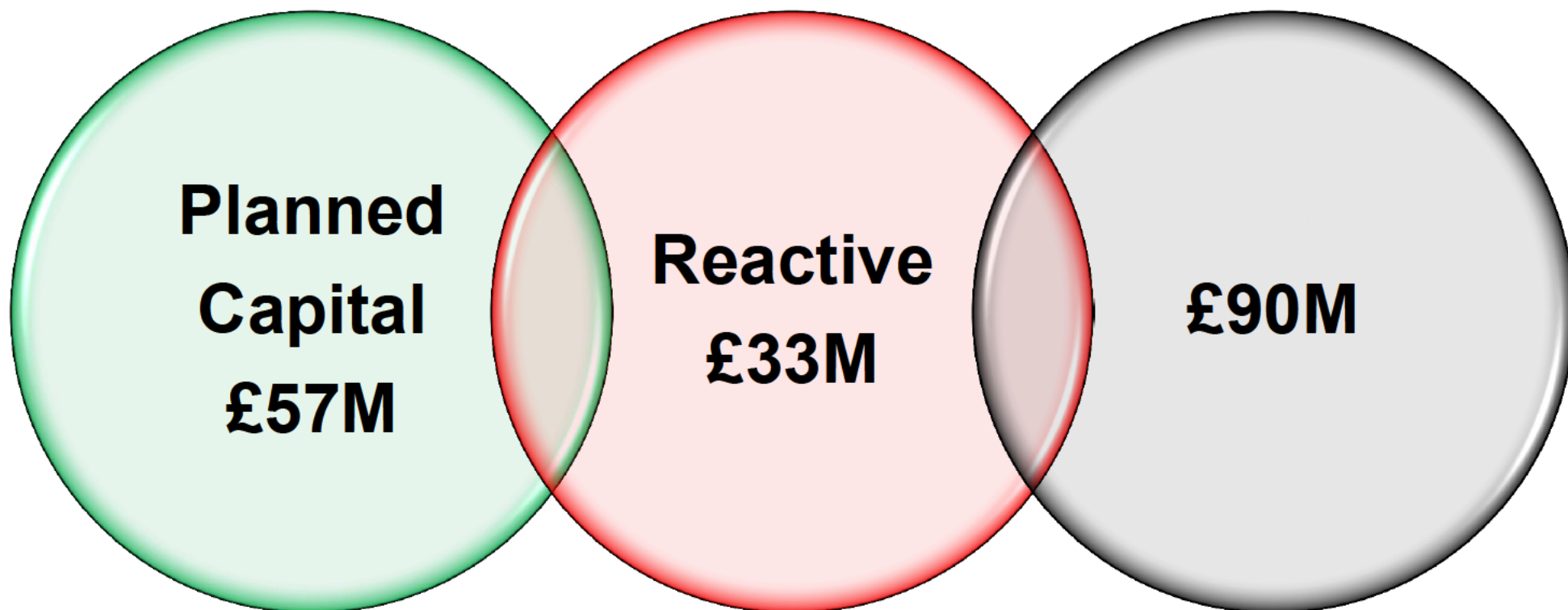
Better Homes Delivery

- Core service activities
 - Better Homes – Internals & Externals
 - Mechanical & Electrical Systems
 - Void Refurbishment
 - Major Repairs
- Managing Council's external contractors

Property Services

- Core Service Activities
 - Asset management strategy & programming
 - Contract procurement
 - Quality Assurance
 - Environmental / Sustainability
 - Compliance - Health & safety, asbestos, gas safety

What We Spend



Who Does What

Better Homes

- Partnering Contract (ending 2016)
- New schemes delivered through a framework agreement from 1st April 2016

Major Repairs & Voids

- Wates Living Space
- Contract started 1st April 2013

M&E Maintenance

- Individual Heating, Communal Heating, Lifts, Door Entry, TV aerials
- Started 1st April 2016

Responsive Building Repairs

- Camden Repairs
- Wates Living Space – Holborn

Camden Repairs

- Core activities
 - Responsive building repairs - borough wide
 - OT adaptations
 - Sheltered & Temporary Housing
 - Specialist works team (larger responsive repairs)
- 60,000 repair orders each year
- 130 directly employed trade staff
- 14 Apprentices
- £12Million expenditure

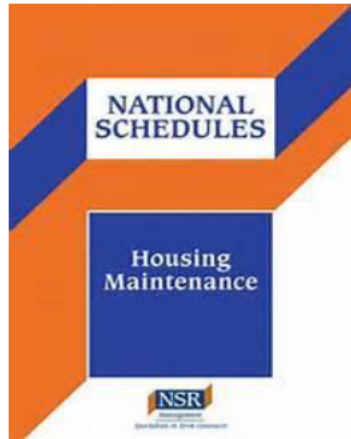
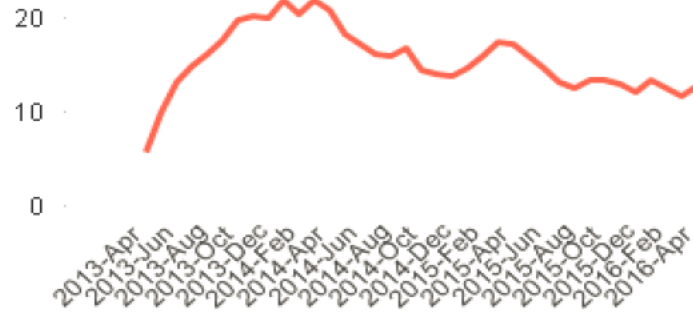
Right First Time Review - Check Phase



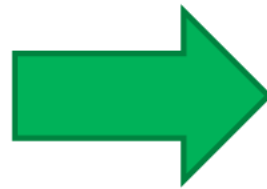
Dysfunctional Behaviour.....



Average E2E Time by Contractor



- Manage work end to end
- Local teams & Local knowledge

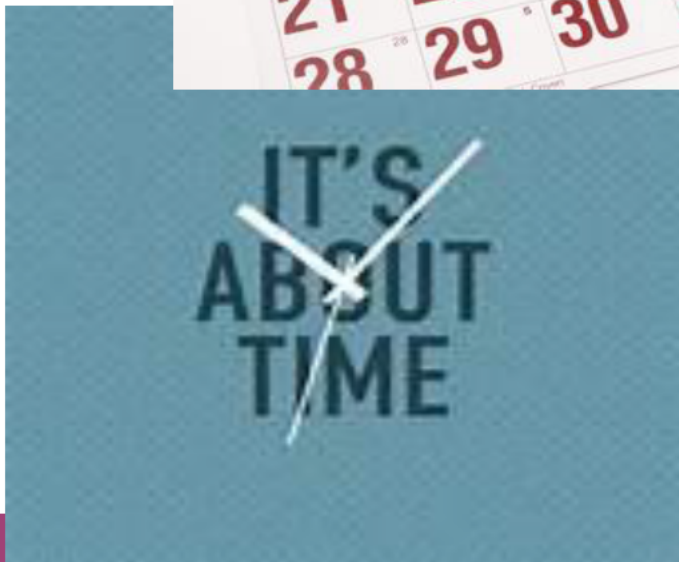


GO!
LOCAL

Design Principles – One Job at a Time



Design Principles – At a time to suit the customer



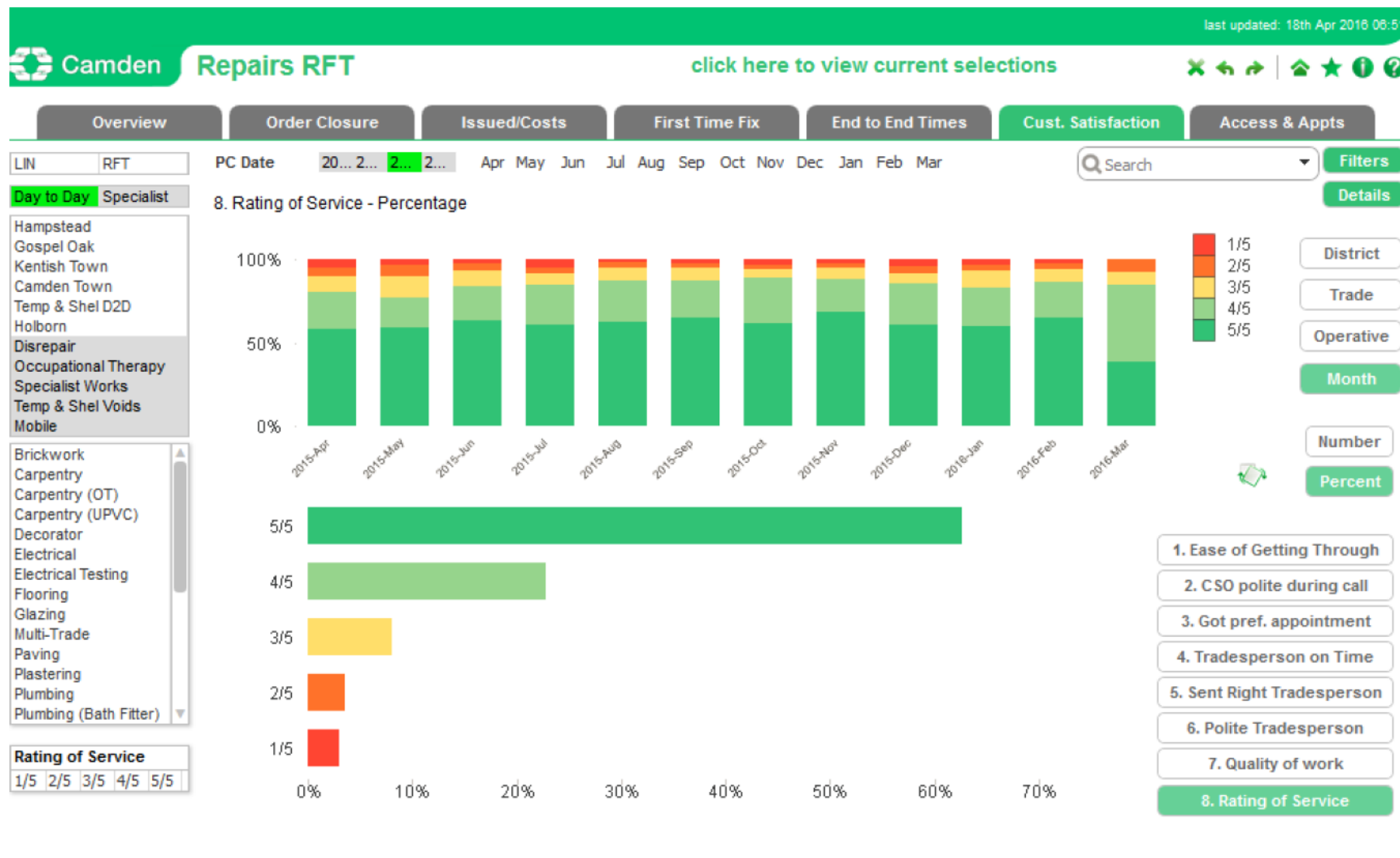
Design Principles – Decision making at the front line



Design Principles – IT supports the service



Satisfaction



Satisfaction

last updated: 18th Apr 2016 08:51



Repairs RFT

[click here to view current selections](#)



Overview

Order Closure

Issued/Costs

First Time Fix

End to End Times

Cust. Satisfaction

Access & Appts

LIN RFT

PC Date 20... 2... 2... 2... Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

Search

Filters

Day to Day Specialist

8. Rating of Service - Percentage

Details

- Hampstead
- Gospel Oak
- Kentish Town
- Camden Town
- Temp & Shel D2D
- Holborn
- Disrepair
- Occupational Therapy
- Specialist Works
- Temp & Shel Voids
- Mobile

	1/5	2/5	3/5	4/5	5/5	Total
HA		2%	4%	8%	24%	61% 100%
GO		2%	3%	7%	23%	65% 100%
KT		4%	4%	9%	23%	61% 100%
CT		4%	4%	9%	21%	63% 100%
HO		3%	3%	6%	23%	64% 100%
OT	-	-		14%	43%	43% 100%
SW		4%	-	4%	16%	76% 100%
TH & SH (D2D)		5%	-	5%	24%	67% 100%
MOB	-	-	-	-	100%	100%

District

Trade

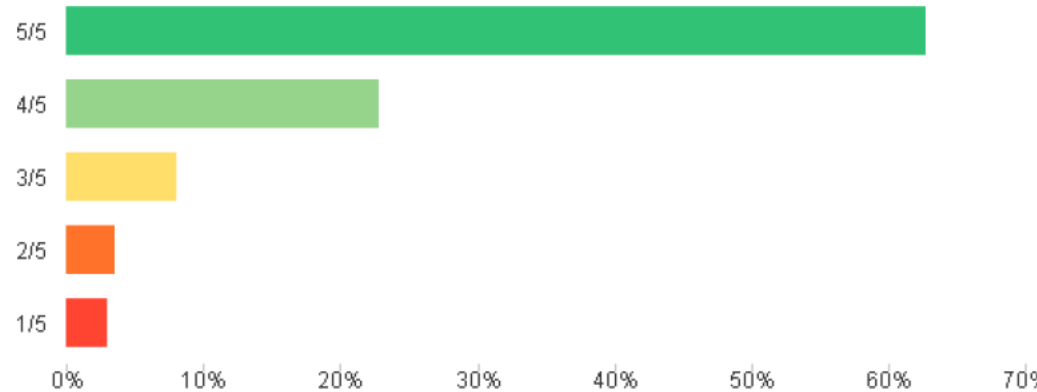
Operative

Month

Number

Percent

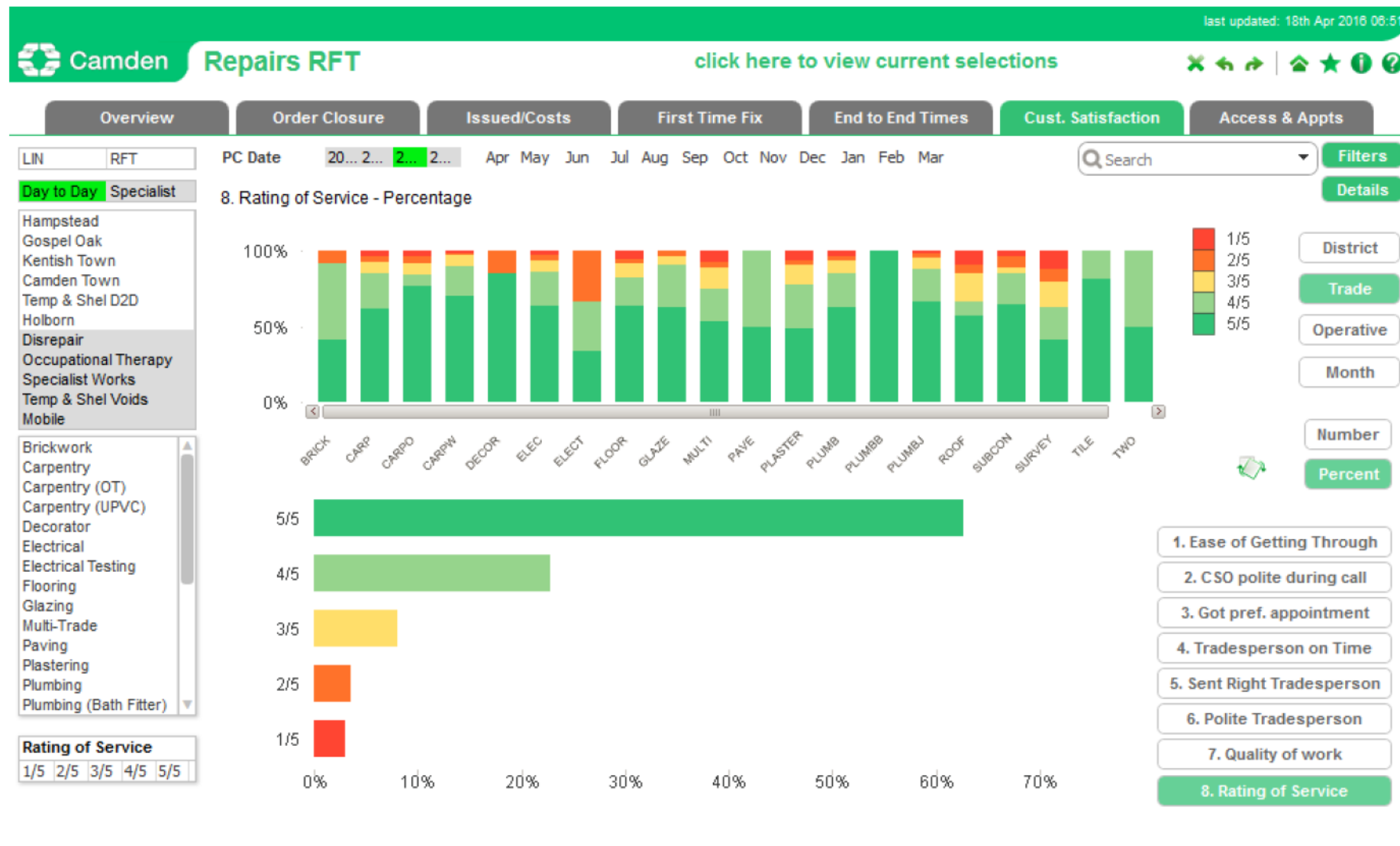
- Brickwork
- Carpentry
- Carpentry (OT)
- Carpentry (UPVC)
- Decorator
- Electrical
- Electrical Testing
- Flooring
- Glazing
- Multi-Trade
- Paving
- Plastering
- Plumbing
- Plumbing (Bath Fitter)



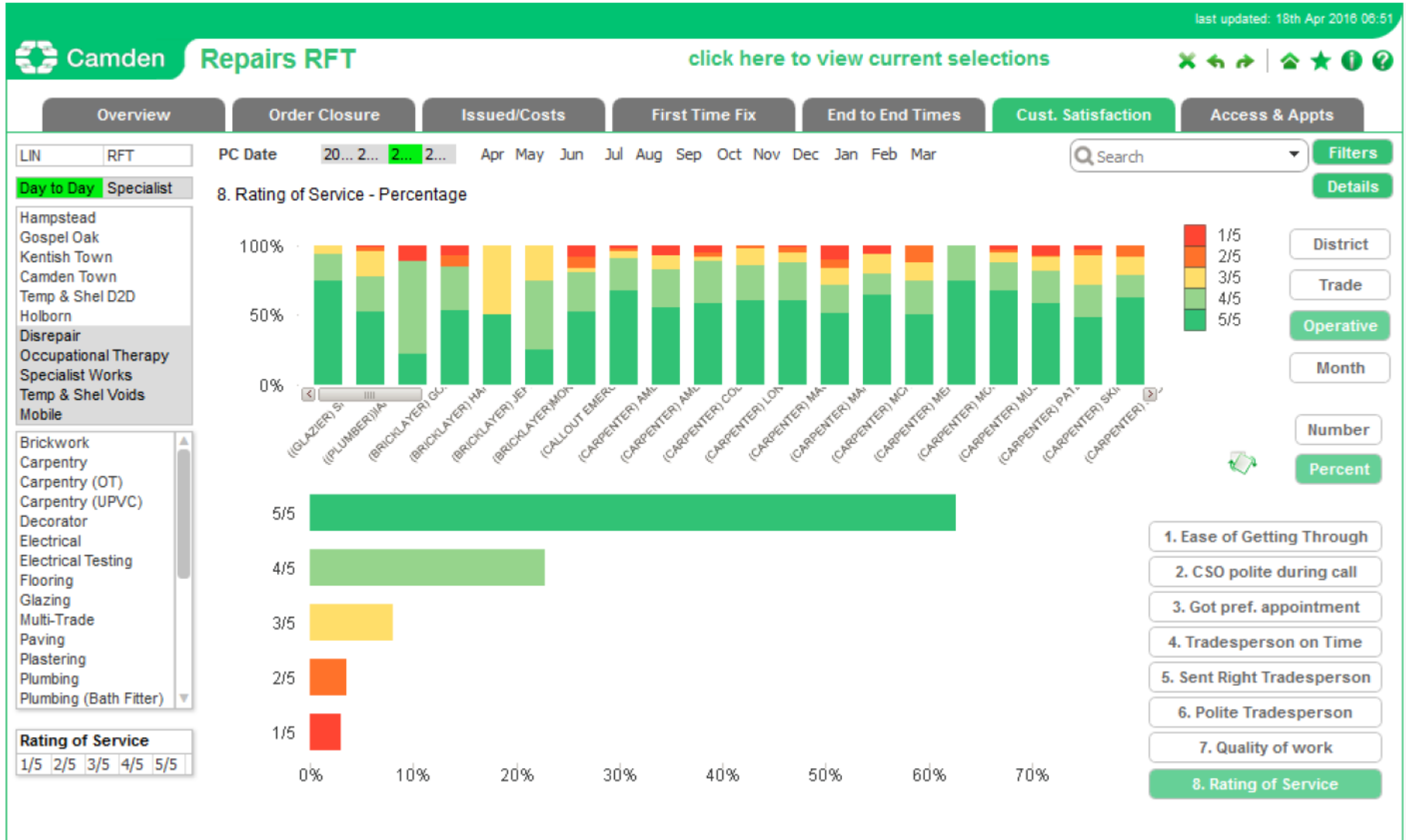
- Ease of Getting Through
- CSO polite during call
- Got pref. appointment
- Tradesperson on Time
- Sent Right Tradesperson
- Polite Tradesperson
- Quality of work
- 8. Rating of Service**

Rating of Service
1/5 2/5 3/5 4/5 5/5

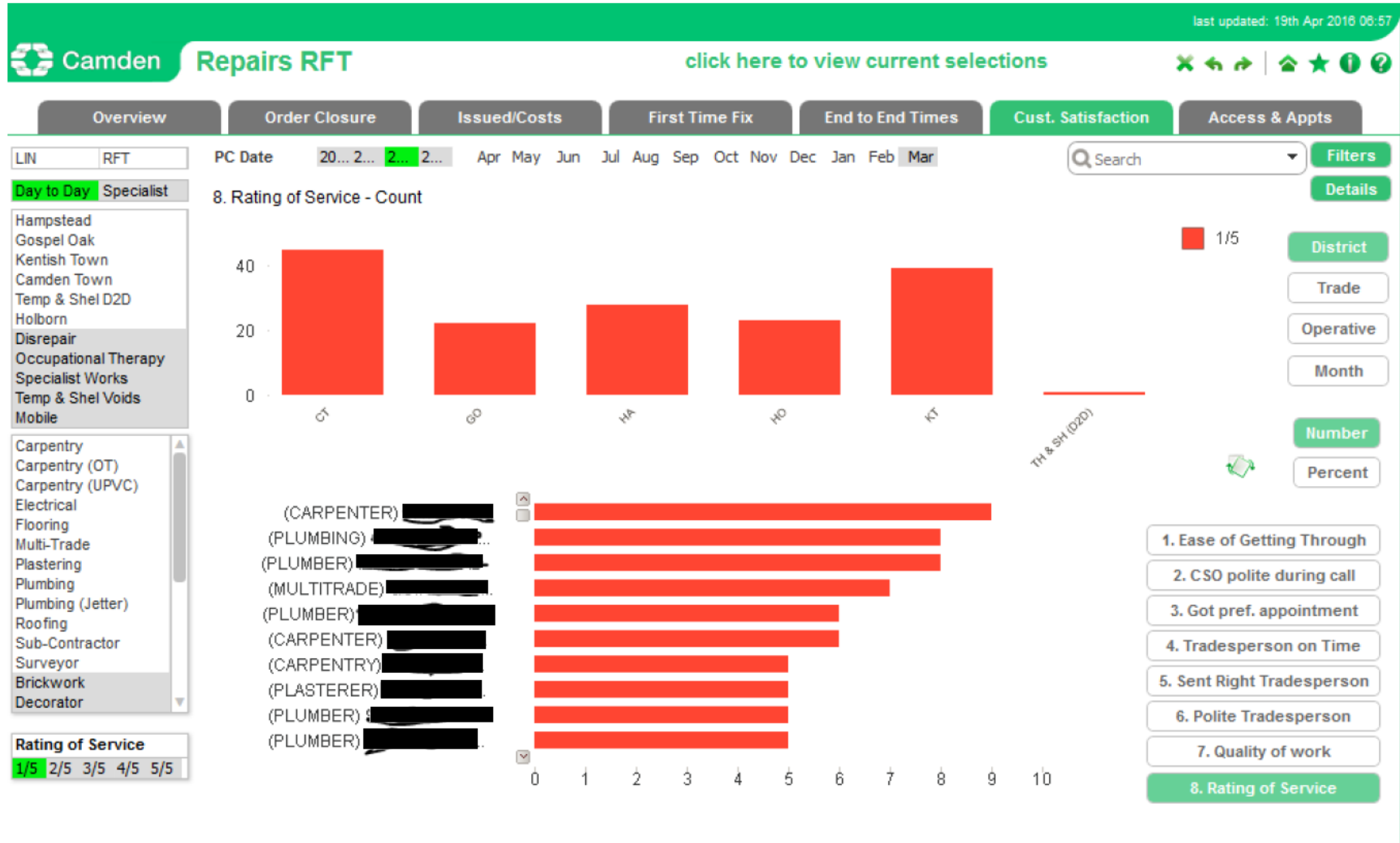
Satisfaction



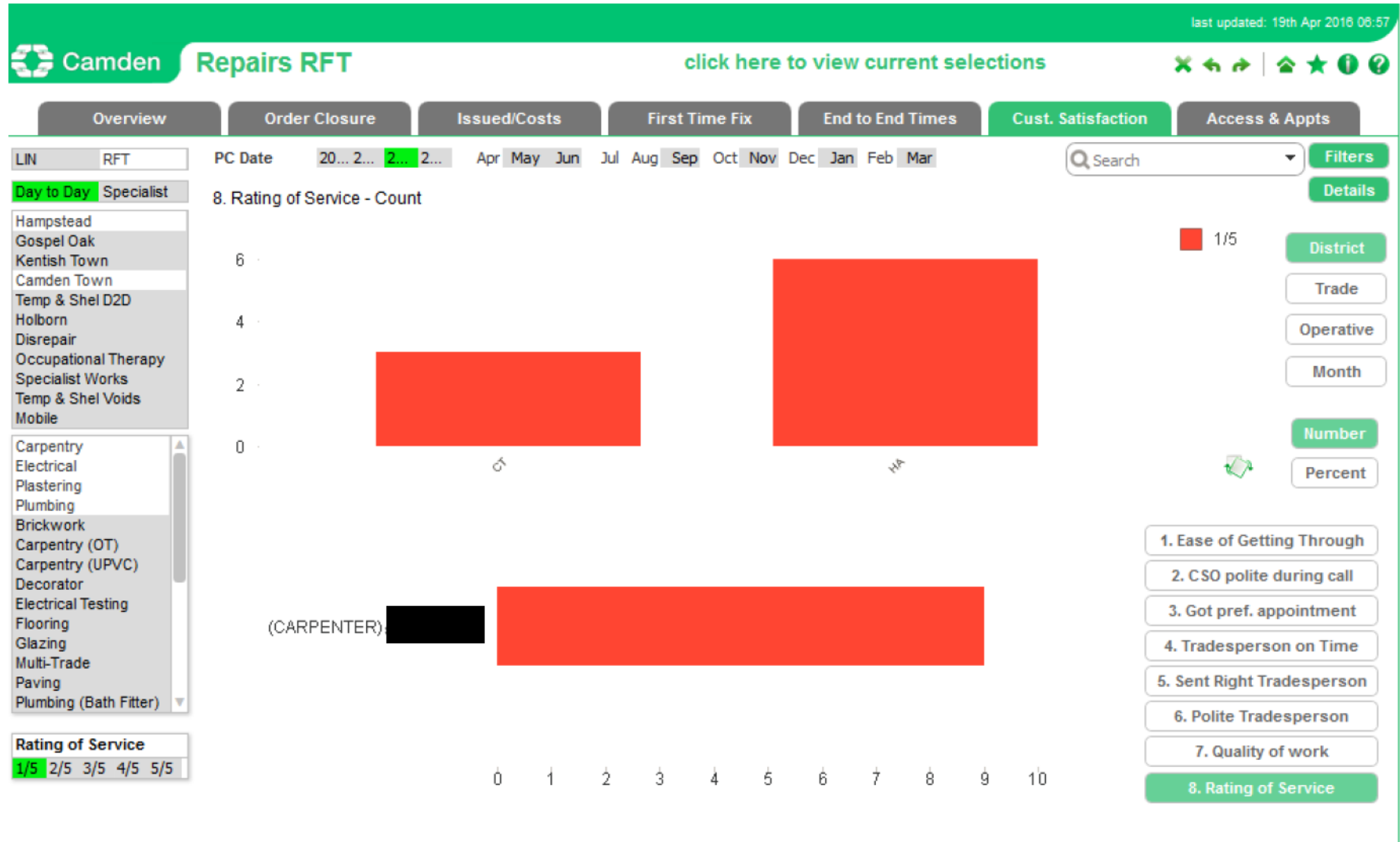
Satisfaction



Satisfaction



Satisfaction



Progress since 2013/14

- 14% reduction in repair orders raised (59,000 to 51,000 in 2015/16)
- 25,000 less incoming telephone calls – reduced failure demand
- Average reduction of 4 days in end to end time (13 days in 2015/16)
- Costs
 - Average job cost increased in year 2 by 3% (compared to year 1)
 - Average job cost decreased in year 3 by 2% (compared to year 1)
- Satisfaction
 - Good, Very Good & Excellent + 5% (94% in 2015/16)
 - Very Good & Excellent + 8% (86% in 2015/16)
- Repair orders closed within 12 weeks from practical completion
- Reduction in formal complaints & compensation payments