Dominic O'Brien,
Principal Scrutiny
Officer, 020 8489
5896

020 8489 5896

dominic.obrien@haringey.gov.uk

16 November 2020

To: All Members of the Housing and Regeneration Scrutiny Panel

Dear Member,

 Housing and Regeneration Scrutiny Panel - Thursday, 19th November, 2020

I attach a copy of the following reports for the above-mentioned meeting
which were not available at the time of collation of the agenda:

**10.   MAINTENANCE SERVICE LEVEL AGREEMENTS - HOMES FOR
     HARINGEY (PAGES 1 - 6)**

  Communal repairs.

Yours sincerely

Dominic O'Brien
Principal Scrutiny Officer, 020 8489 5896

This page is intentionally left blank

Agenda Item 10

Report for:	**Housing & Regeneration Scrutiny Panel – 19 November 2020**
Title:	**Communal Repairs on Council housing estates**
Lead Officer:	**Lee Daniels – Interim Head of Repairs, Homes for Haringey** **Lee.Daniels@homesforharingey.org**
Ward(s) affected:	**All**
Report for Key/	
Non-Key Decision:	**Non-Key Decision**

1. Background

1.1 This report has been prepared in response to a request by the Scrutiny Panel to inform a deeper understanding of the delivery of repairs and maintenance to communal areas on council estates in the borough. Haringey Repairs Service (HRS) carries out approximately 55,000 repairs each year. Approximately16% of these repairs are in communal areas averaging 750 communal repairs each month.

1.2 Following recent changes to the management of the repairs service, there is a renewed focus on improving the relationship with our internal clients including Estates and Neighbourhoods. Collaborative working between operational teams will lead to an improved response to estate-wide issues, including communal repairs and the response to emergencies.

2. Communal repair reporting

2.1 Identification/reporting

2.1.1 Communal repairs are reported by customers, staff, and members of the public across all our platforms in the same way as general repairs. This includes the Customer Contact Centre, Haringey App and via the website.

2.1.2 Most communal repairs are reported by our Estate Services staff via the "Our Haringey/Love Clean Streets app". This is done whilst they are on site at the time the repair is identified. The repair is logged via an App on their mobile device. The app uses The Global Positioning System (GPS) to pinpoint their exact location and integrates with our Housing Management System to identify the unique property reference number (UPRN) for the work order to be raised to.

2.1.3 Once the details of the repair have been entered into the App, an email report is generated and sent to the customer contact centre. This is picked up within 48 hours and a work order is logged on our housing management system by a member of the contact centre team.

3. Booking and planning

3.1 Priorities

3.1.1 Once diagnosed, communal repairs will be assigned a priority based on the nature and urgency of the repair. The priorities are:

Category	Target
Emergency	24 hours
Routine	28 days
Planned	80 days
Out of Hours	4 hours

N.B. Out of Hours attendance may result in assigning a job to one of the other categories if not urgent.

3.2 Scheduling appointments

3.2.1 Once a work order has been raised, an appointment will be scheduled for the earliest available slot in the operative's diary.

3.2.2 Routine and planned communal works are often delivered well ahead of target timescales in cases where access arrangements with customers are not required.

3.3 Reviewed process for emergencies

3.3.1 As repairs requested via the App are raised within 48 hours, this is not suitable for reporting emergencies. Previously Estate Services staff reported emergencies via the customer contact centre, sometimes having to wait in a queue with our customers and members of the public, which resulted in delays.

3.3.2 In October 2019 we introduced a new process for Estate Services staff to report emergency repairs directly to HRS. This led to improvements in our

response to urgent communal repairs, whilst reducing the calls to customer services, keeping lines clear for our customers.

4. Managing communal repair work orders

4.1 Connect Dashboards and Widgets

4.1.1 HRS use Connect, which is a work order management system. Once a work order has been raised, Connect enables us to manage all aspects of the repair, including any customer engagement and feedback.

4.1.2 All repairs on Connect are managed via dashboards made up of widgets, which are a series of Key Performance Indicators (KPIs) with live information. There is a dashboard set up specifically to monitor performance for communal repairs.

4.1.3 Using Connect, appointments are dispatched to operatives' smart devices, containing all work order details about the repair and information relevant to the site. This also includes all risk and health and safety information that the operative may need to be aware of. Once the visit is completed, the operative will update the work order using their mobile device. These updates detail the work that has been carried out and any materials required or follow on works.

4.1.4 There can be delays to completing communal repairs when the work requires items which are not held in our stock or general supplies i.e. non-standard materials, bespoke items that need to be fabricated or the requirement for a specialist contractor.

4.1.5 Manager referrals and follow on works are monitored daily and actioned by the respective Team Leader for the area of work. These work orders are monitored via the widgets on the Connect Dashboard.

4.2 Planned Preventative Maintenance (PPM)

4.2.1 To ensure that we maintain and meet legal compliance standards for the communal areas of our properties, HRS carry out several PPM and cyclical programmes to communal areas. for communal emergency lighting.

4.2.2 These programmes include the maintenance of emergency lighting, electrical testing, Fire Risk Assessment works and the clear communal areas policy.

4.2.3   Additionally, in October we introduced a planned programme to jet-wash the drains on some of our estates on a cyclical basis to prevent blockages. We expect this to reduce the number of reactive drainage repairs that we receive, as well as generating savings on the cost of clean-ups and remedial works. We will review costs after six months.

4.3   Planned programmes and Improvement works

4.3.1   Often during an inspection or repair, HRS identify areas in need of improvement and major works to provide a long-term resolution. Where this is the case, we provide a report to our Asset Management team with our recommendations. The Asset Management team review this information to determine if the highlighted works can be included in future programmes or brought forward depending on the issue.

5.   Quality checking

5.1   Post inspections

5.1.1   Completed repairs are post inspected by the Team Leader managing the relevant repair workstream i.e. carpentry, plumbing. HRS aim to post inspect 10% of all repairs, however due to the coronavirus pandemic we have decided currently not to carry out on-site inspections following repair completion. This has led to an increase in the number of desktop inspections, reviewing costs and photographs, as opposed to site visits.

5.1.2   Post inspections are generally selected based on value or complexity of work. All repairs exceeding the average value for a type of works require a post inspection, as do all repairs following a complaint or customer service failure.

5.1.3   In addition to the post inspection process, our Estate Services staff regularly provide feedback on completed repairs whilst they are inspecting our blocks and communal areas.

5.2   Customer Satisfaction Surveys

5.2.1   Once a communal repair reported by a customer is completed, Connect generates an automated text message to the customer asking them to complete a satisfaction survey. The results of these surveys contribute to our overall customer satisfaction score.

5.2.2   In addition to the day to day management of repairs, regular service review meetings take place between HRS and Estates and Neighbourhoods discuss performance including risks, issues, and areas for improvement.

This page is intentionally left blank