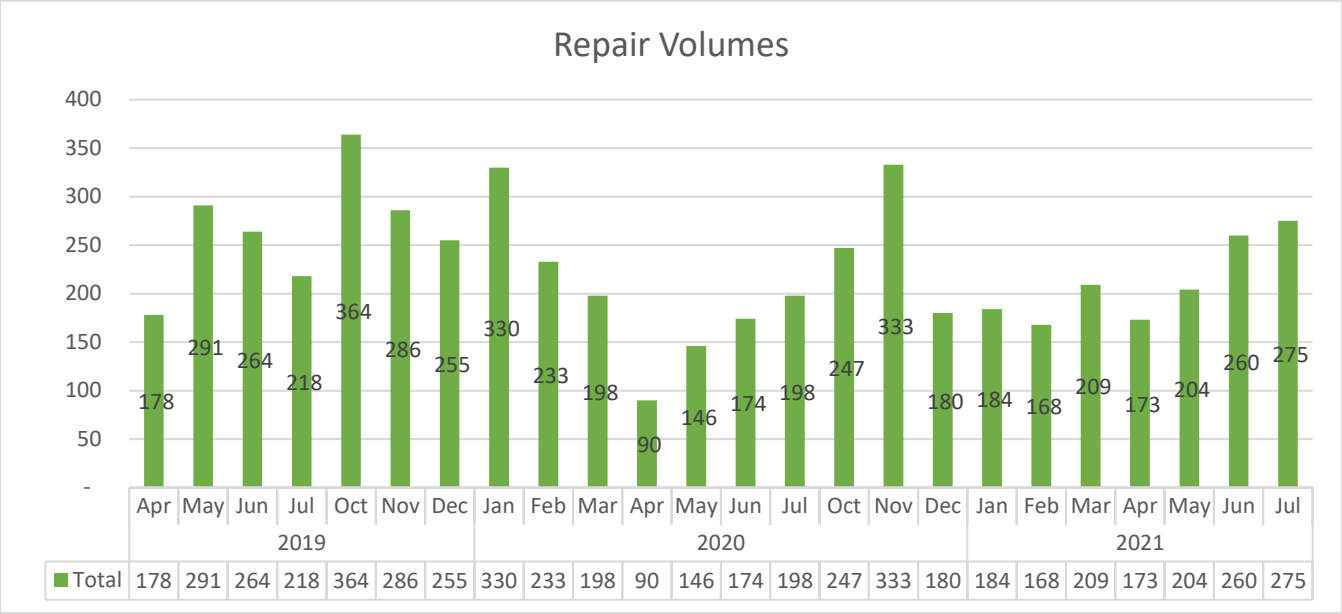
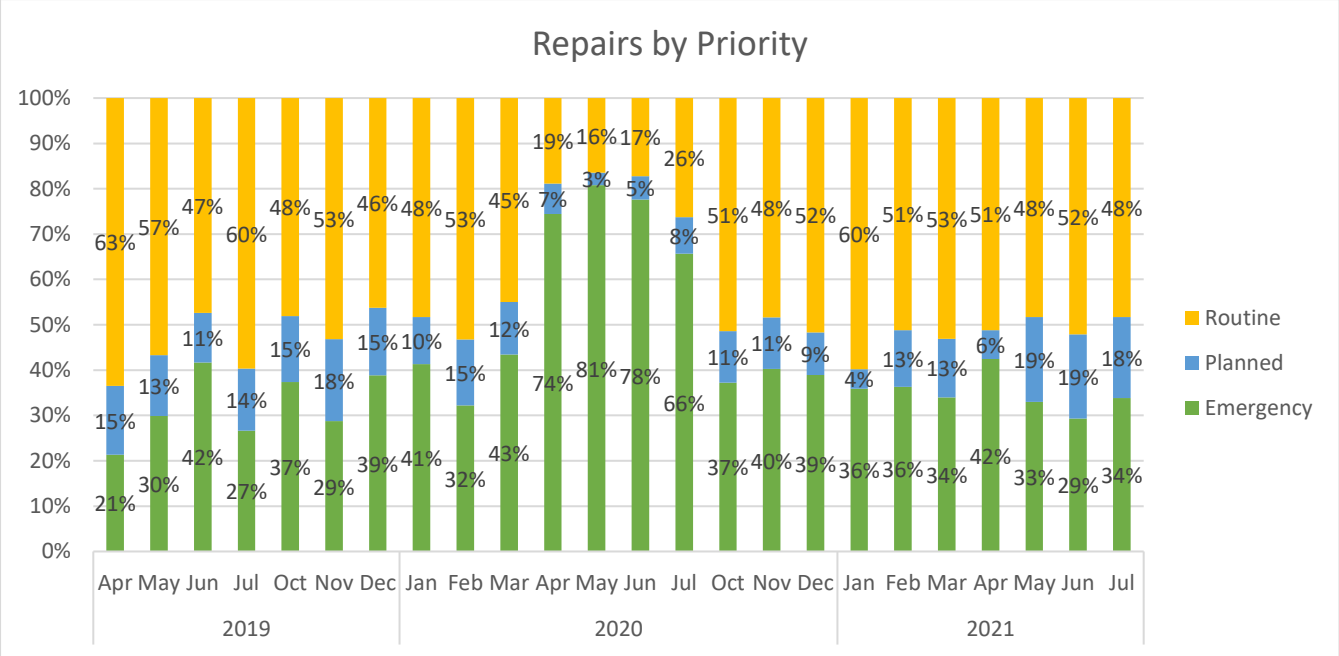
Between April 2019 and July 2021 the Haringey Repairs Service have received 5,458 repair requests, 5,249 of which have been completed (96%).

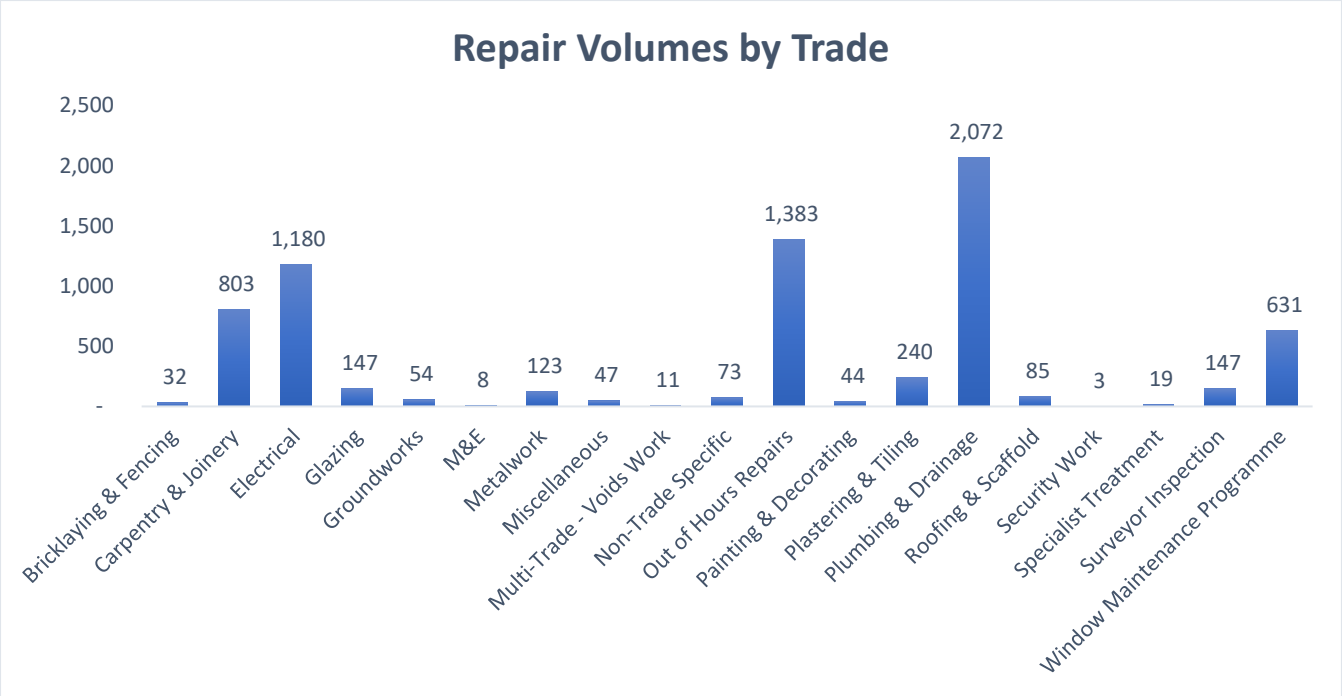


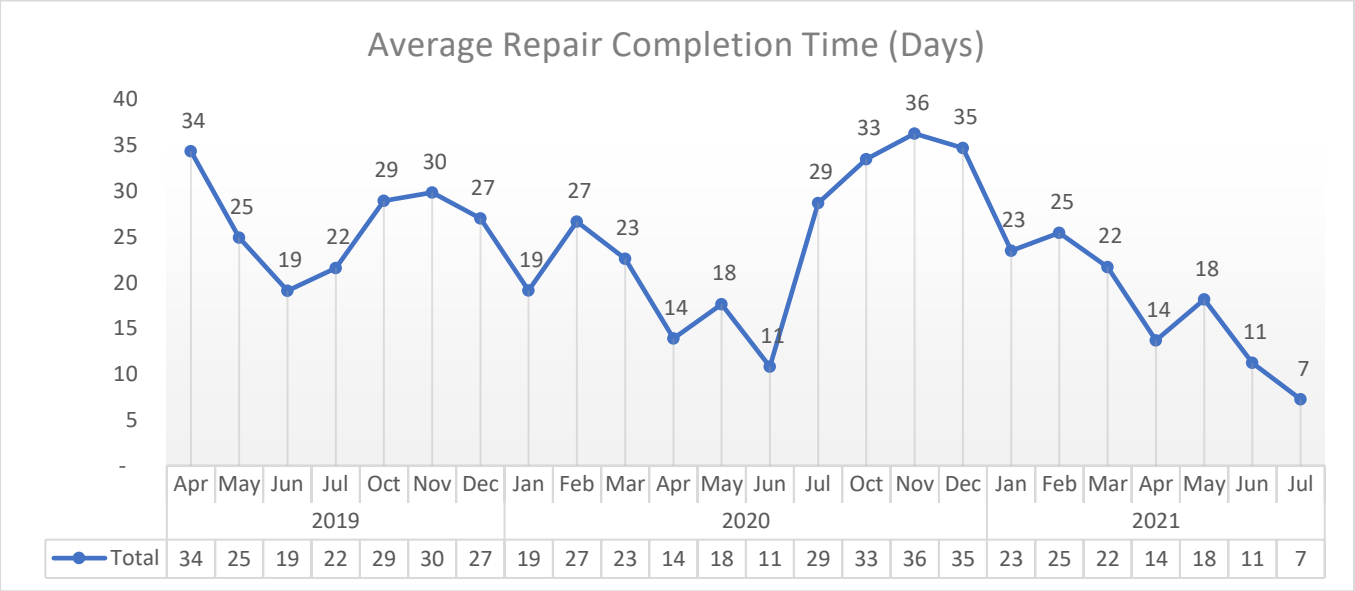

Repairs are categorised by priority, each with an associated timescale;

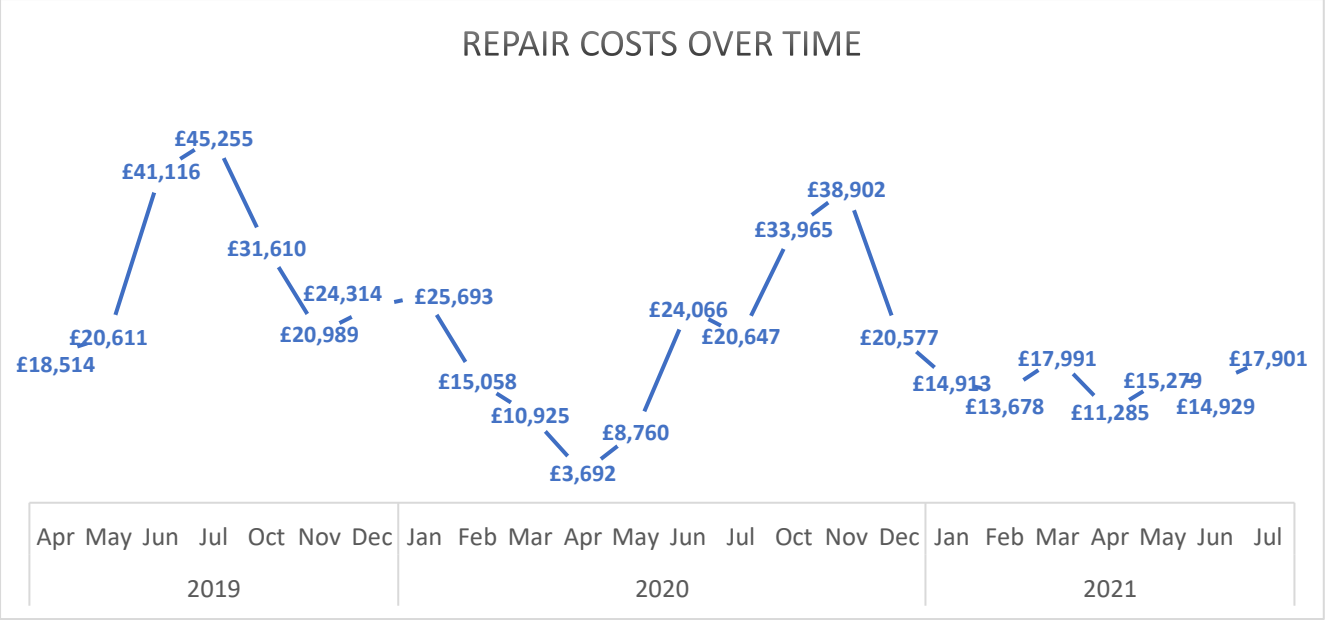
- Emergency (including out of hours) – Completed within 24 hours
- Routine/ Appointed – Completed within 28 days
- Planned – Inspected within 28 days

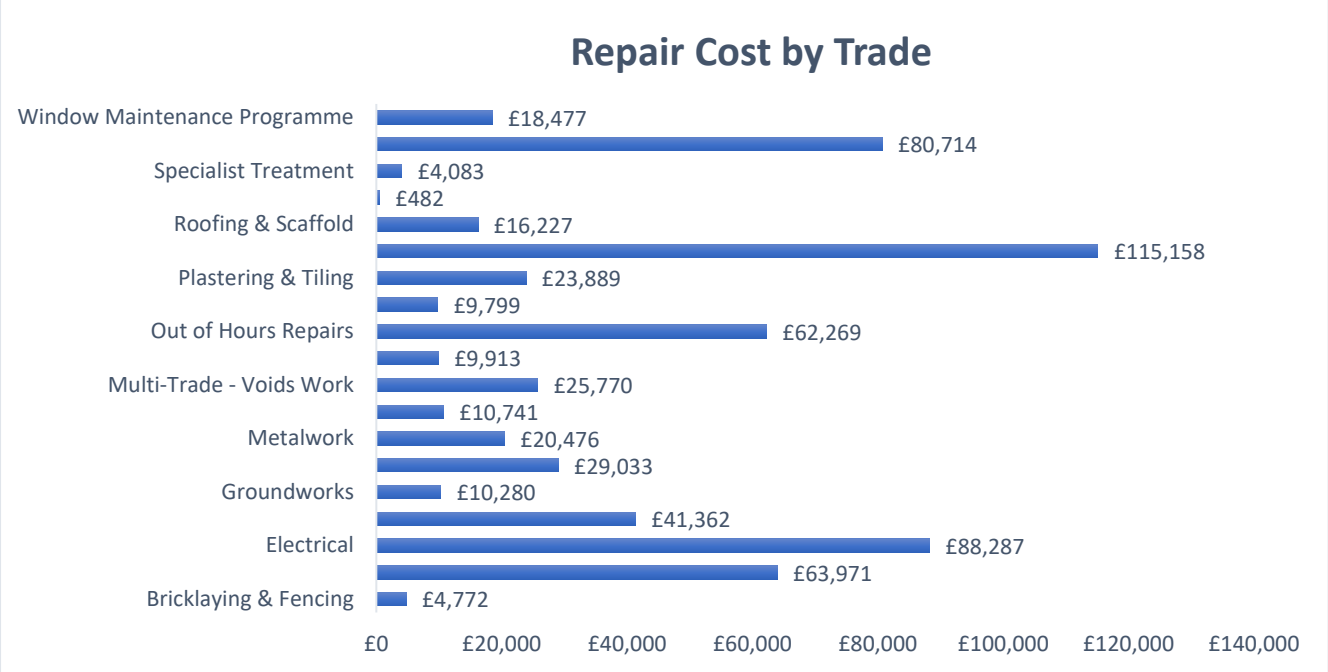
40% of the repairs completed on Broadwater Farm are Emergencies, 48% Appointed with the remaining 12% as Planned. At the start of the first Covid lockdown, emergencies reached abnormal peaks of up to 81%, however a similar picture was reflected across the stock. Following the lifting of restrictions, we are now starting to see the number of emergencies returning to normal levels.

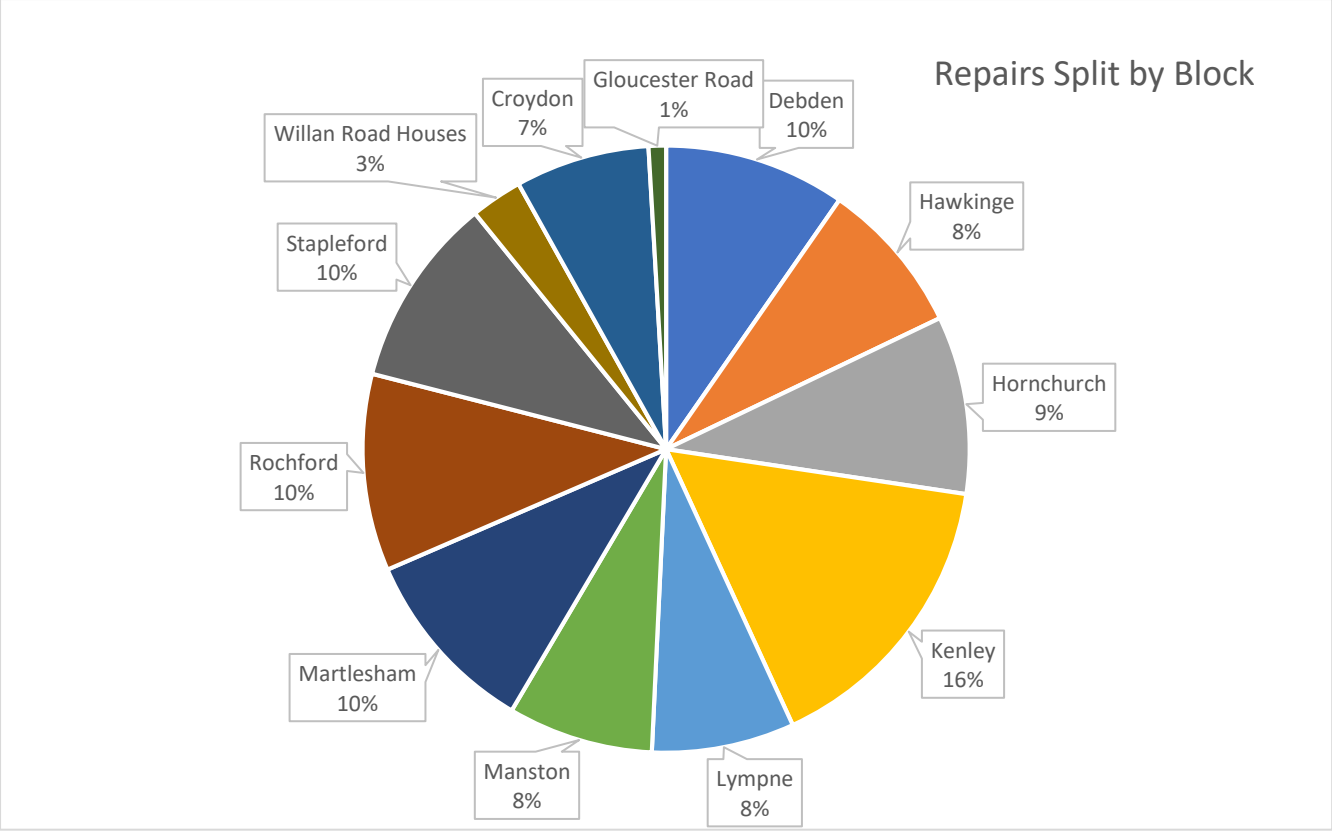


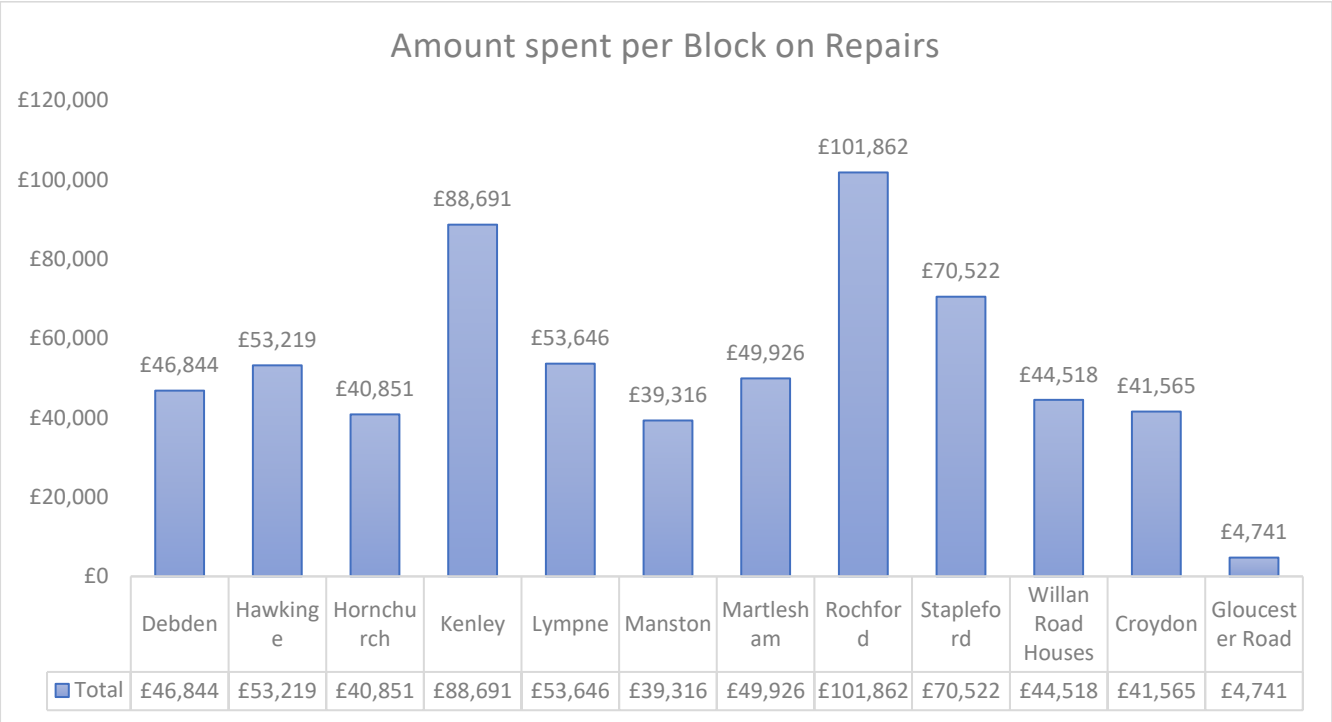

Repair Volumes by Trade
2,500
2,000
1,500
1,000
500
-
32
803
1,180
147
54
8
123
47
11
73
1,383
44
240
2,072
85
3
19
147
631
Bricklaying & Fencing
Carpentry & Joinery
Electrical
Glazing
Groundworks
M&E
Metalwork
Miscellaneous
Multi-Trade - Voids Work
Non-Trade Specific
Out of Hours Repairs
Painting & Decorating
Plastering & Tiling
Plumbing & Drainage
Roofing & Scaffold
Security Work
Specialist Treatment
Surveyor Inspection
Window Maintenance Programme


Average Repair Completion Time (Days)
40
35
30
25
20
15
10
5
-
Apr May Jun Jul Oct Nov Dec Jan Feb Mar Apr May Jun Jul Oct Nov Dec Jan Feb Mar Apr May Jun Jul
2019
2020
2021
Total 34 25 19 22 29 30 27 19 27 23 14 18 11 29 33 36 35 23 25 22 14 18 11 7


REPAIR COSTS OVER TIME
£18,514
£20,611
£41,116
£45,255
£31,610
£20,989
£24,314
£25,693
£15,058
£10,925
£3,692
£8,760
£24,066
£20,647
£33,965
£38,902
£20,577
£14,913
£13,678
£17,991
£11,285
£15,279
£14,929
£17,901
Apr May Jun Jul Oct Nov Dec
2019
Jan Feb Mar Apr May Jun Jul Oct Nov Dec
2020
Jan Feb Mar Apr May Jun Jul
2021


Repair Cost by Trade
Window Maintenance Programme
£18,477
£80,714
Specialist Treatment
£4,083
£482
Roofing & Scaffold
£16,227
£115,158
Plastering & Tiling
£23,889
£9,799
Out of Hours Repairs
£62,269
£9,913
Multi-Trade - Voids Work
£25,770
£10,741
Metalwork
£20,476
£29,033
Groundworks
£10,280
£41,362
Electrical
£88,287
£63,971
Bricklaying & Fencing
£4,772
£0
£20,000
£40,000
£60,000
£80,000
£100,000
£120,000
£140,000


Repairs Split by Block
Gloucester Road 1%
Debden 10%
Croydon 7%
Willan Road Houses 3%
Hawkinge 8%
Stapleford 10%
Hornchurch 9%
Rochford 10%
Kenley 16%
Martlesham 10%
Manston 8%
Lympne 8%


Amount spent per Block on Repairs
£120,000
£100,000
£80,000
£60,000
£40,000
£20,000
£0
£46,844
£53,219
£40,851
£88,691
£53,646
£39,316
£49,926
£101,862
£70,522
£44,518
£41,565
£4,741
Debden
Hawkinge
Hornchurch
Kenley
Lympne
Manston
Martlesham
Rochford
Stapleford
Willan Road Houses
Croydon
Gloucester Road
Total
£46,844
£53,219
£40,851
£88,691
£53,646
£39,316
£49,926
£101,862
£70,522
£44,518
£41,565
£4,741