

Andy Culshaw

Change Delivery Manager

Housing Repairs / Asset
Management

Purpose

The 'Top 10'

Question		I would like to monitor this	I've had enough info, thanks
1.	What are our tenant's responsibilities		
2.	What is the process when an Out of Hours emergency call is received		
3.	How many colleagues do we have working in repairs		
4.	What is the current state of our Housing Stock		
5.	Top 10 repair issues – 'Top of The Pops!'		
6.	How do we collate tenant satisfaction information		
7.	Number of calls received...being answered / not being answered		
8.	Number of jobs received...per day / week / month Number of jobs completed...per day / week / month Number of jobs where nobody was in...per day / week / month		
9.	Number of jobs within target date		
10.	What is the Council doing to improve communication?		

What are our tenant responsibilities?

Tenant responsibilities

What is the process when an Out of Hours emergency call is received?

- Tenant calls repairs number (0115 917 7777)
- Auto-transferred to Newark and Sherwood CCTV team
- Issue logged
- Sent to contractor – T&S
- Assess / attend / make safe
- Report sent back to Repairs
- Arrange any follow-on appointments

How many colleagues do we have working in repairs?

Repairs
Manager

Team
Leader

Team
Leader

Builder x 2

Multi x 11

Joiner x 3

Plumber x 1

Caretake x 4

Decor x 1

Elec x 3

Gas x 6

What is the current state of our housing stock?

Decent homes

“minimum requirement for social housing in England and Northern Ireland, aiming to ensure that all properties are safe, healthy, and suitable for living”.

- Minimum Safety Standards
- Reasonable State of Repair
- Facilities and Services
- Thermal Comfort
- 1.3% non-decent (5 out of standard)
- 2,500 surveys commencing (Dysons)



Top 10 repair issues – ‘Top of The Pops!’

1.	*Repair Window
2.	*Repair toilet
3.	*Repair light fitting
4.	*Repair tap / waste / pipework
5.	*Emergency callout
6.	*Repair guttering
7.	*Drainage works
8.	*Damp & mould treatment
9.	*Repair roof leak
10.	*Repair internal door

How do we collate tenant satisfaction information

Tenancy Satisfaction Measures:

Number of calls received...being answered / not being answered?

“I have to say what a fantastic improvement in the telephone answering service.

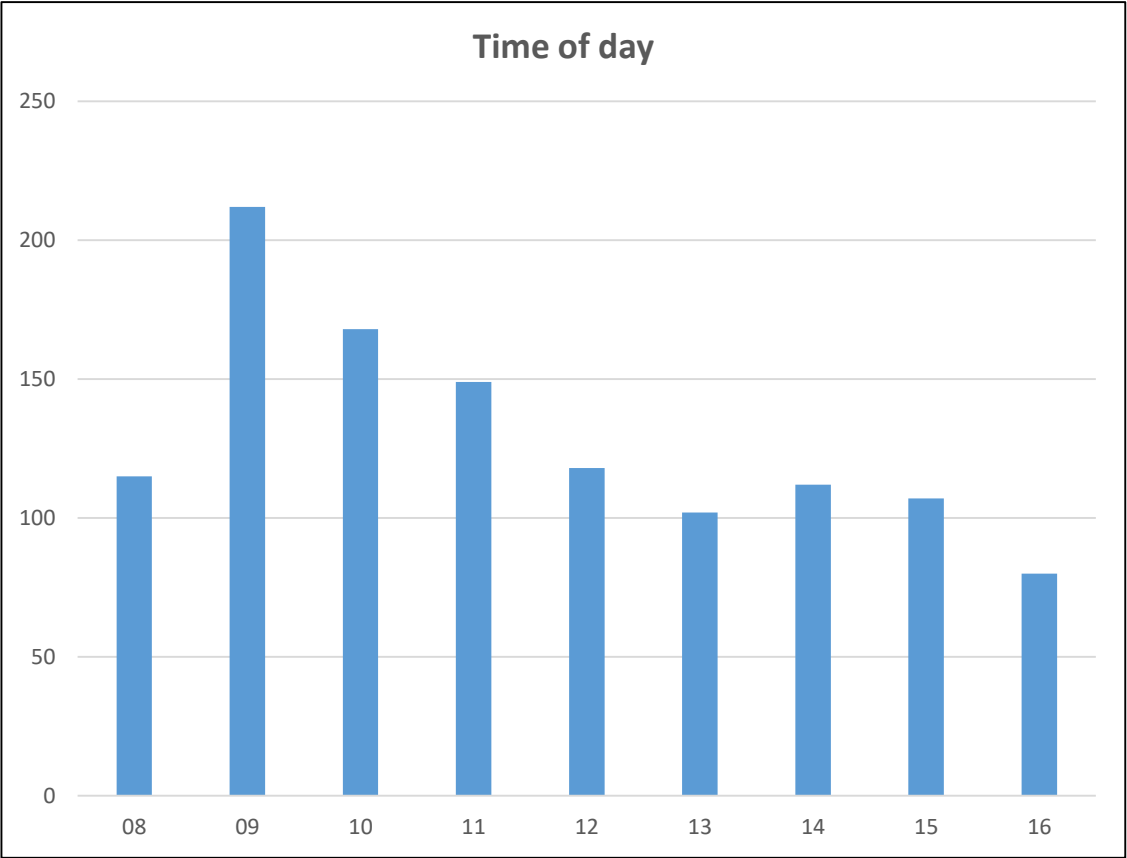
Through to housing repairs in 30 seconds!

Congratulations to all”.

Number of calls received...being answered / not being answered?

May 2025

Total call count	1,163
Answered	1,020 (87%)
Av. Call duration	5 mins 40 sec
Av. Call / wrap time	15 mins 24 sec
Av. Wait time	2 mins 5 sec
Abandoned	143 (13%)
Av. Wait before abandoned	5 mins 3 sec
Emails received	2,072
Online requests	208
New repair	41%



Number of jobs received/completed/followed-on/no-on in

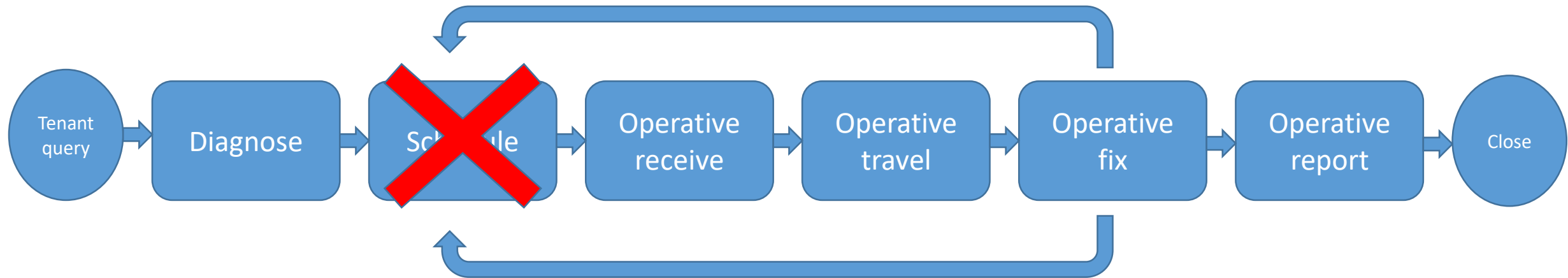
	Repair/year	Repair/week	%
Received	15,400	300	
Completed	11,070	210	72%
Follow-on	3,500	70	23%
No-one in	830	16	5%
Tenant request	1,700	30	

	Service/year	Service/week	%
Received	4,850	90	
Completed	3050	60	63%
Follow-on	0	0	0%
No-one in	1,800	35	37%
Tenant request	1,100	20	

Total number of jobs within target?

Live jobs (DLO)	716
In target	543
Out of target	173
Without appointment	139

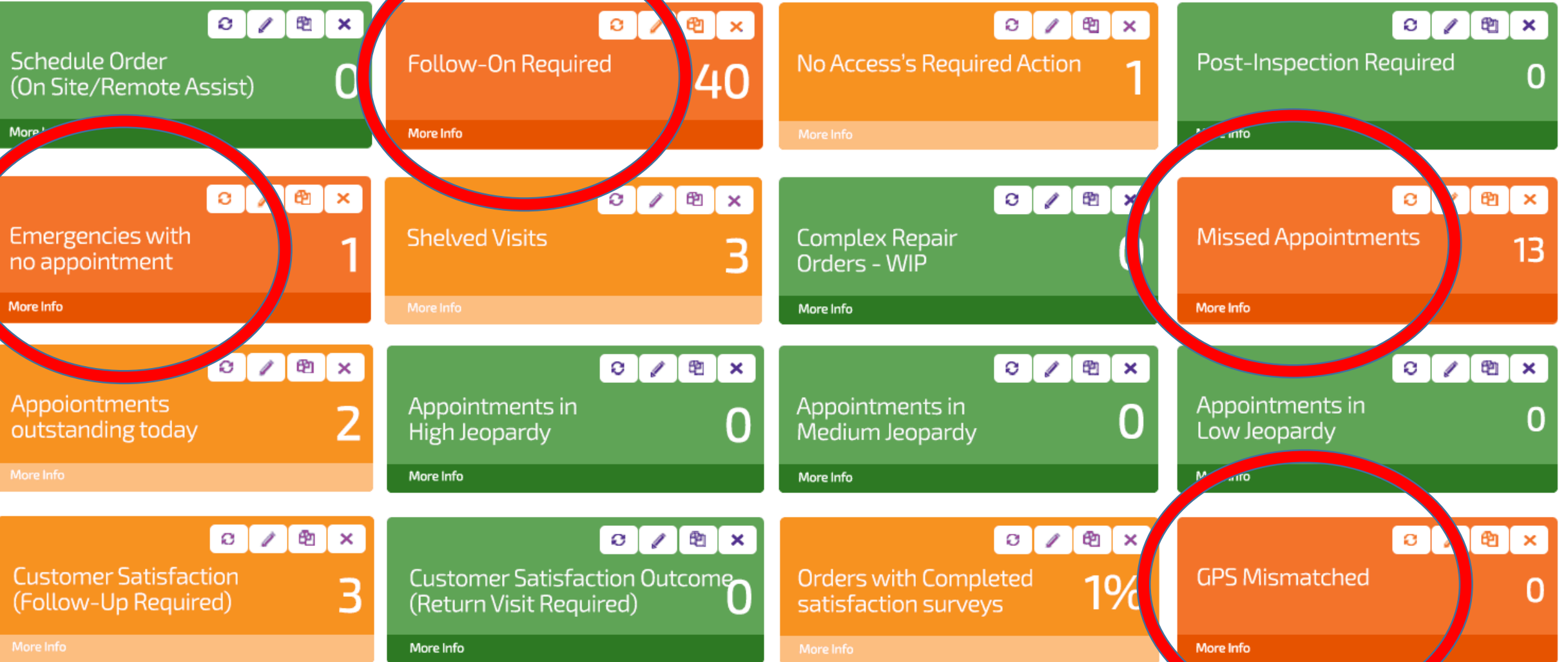
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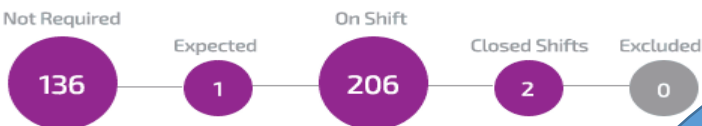


What is the Council doing to improve communication?

Key Metrics

Utilisation	Working	Geofence Accuracy	GPS Validity
77%	45%	86%	0%

Resource



Shift



Productivity & Productive Travel by Hour



“Hello, don’t forget, we will be arriving at your home on...”



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