

The Housing Influence Panel considers information around performance , policies, and all areas of Housing and provide recommend service improvements.

Also support delivery of Housing engagement activities.

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?		

Your Responsibilities

The Council is not responsible for all repairs within your home. Your responsibilities are:

List of Tenant Repairs and Maintenance Responsibilities of Tenants

Repairs	Maintenance
Repairing and renewing any alterations that you have installed	Decorating the inside of your property
Repairing deliberate damage	
Repairing damage by a third party - must be reported to police and a crime number should be obtained	
Minor plaster cracks	
Repairing or replacing damaged or missing handrails on doors	
Replacing radiator valve caps	
Repairing or replacing broken/missing plugs or covers	
Replacing light bulbs, fluorescent tubes and thermostats	
Relighting pilot lights on boilers/fires	
Unblocking waste pipes, if blockage is caused by your actions	

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

- Tenant calls repairs number (0115 917 7777)
- Auto-transferred to Night Repairs
- Issue logged
- Sent to contractor – Telford
- Assess / attend / make good
- Report sent back to Repairs
- Arrange any follow-on work

How many colleagues do we have working in repairs?

Repairs
Manager

Builder x 2

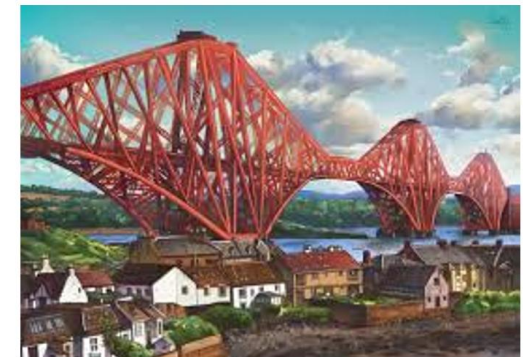
Multi x 11

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!’

The Results

The results are shared with the Regulator, and will provide insight on the issues we need to focus on as your landlord.

Our figures for 2024/25 were as follows:

Tenant Satisfaction Measure	2024/2025 Result	2023/2024 Result	Trend
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Overall satisfaction v

Satisfaction with rep
12 months

Satisfaction with the
most recent repair

Satisfaction that you

Satisfaction that you

Satisfaction that we
what you say

Satisfaction that we
that matter to you

Satisfaction that we

Satisfaction with the

Satisfaction that we
well-maintained

Satisfaction that we
your neighbourhood

Time of day

250

200

150

100

50

0

08

Received

Repair/year

Repair/week

%

1

Completed

1

Follow-on

3

No-one in

8

Tenant request

1

Key Metrics

Utilisation

77%

Working

45%

Geofence Accuracy

86%

GPS Validity

0%

Resource

Not Required

136

Expected

1

On Shift

206

Closed Shifts

2

Excluded

0

Shift

Productivity

86%

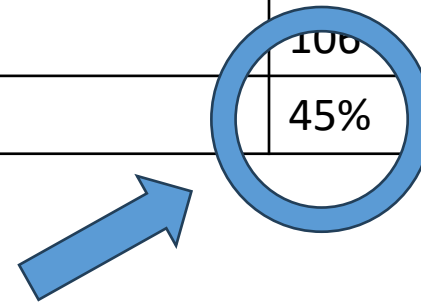
Productivity & Productive Travel by Hour

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Question		
1.	What is the current state of our Housing Stock (what are the plans to improve)	Darren Ibell (Assistant Director of Asset Management & Development)
2.	What is the performance of the Repairs Customer Service Centre (e.g. calls) (what are the plans to improve)	Rachel Shaw (Assistant Director of Housing)
3.	What is the performance of the Repairs team (e.g. backlogs / performance) (what are the plans to improve)	Rachel Shaw (Assistant Director of Housing)
4.	What is the current tenant satisfaction rates? (what are the plans to improve)	Rachel Shaw (Assistant Director of Housing)
5.	What is the Council doing to improve communication? (what are the plans to improve?)	Rachel Shaw (Assistant Director of Housing) Darren Ibell (Assistant Director of Asset Management & Development)
6	Compliance	Rachel Shaw (Assistant Director of Housing) Darren Ibell (Assistant Director of Asset Management & Development)

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

	May	June	July	Aug
Total call count	1,163	1,182	1,217	1,113
Answered	1,020 (87%)	1,110 (94%)	1,103 (91%)	1,017 (91%)
Av. Call duration	5 mins 40 sec	5 mins 52 sec	5 mins 24 sec	5 mins 18 sec
Av. Call / wrap time	15 mins 24 sec	13 mins 24 sec	12 mins 23 sec	12 mins 59 sec
Av. Wait time	2 mins 5 sec	57 sec	1 min 19 sec	1 min 50 sec
Abandoned	143 (13%)	60 (5%)	106 (9%)	91 (8%)
Av. Wait before abandoned	5 mins 3 sec	5 mins 11 sec	3 mins 51 sec	6 mins 5 sec
Emails received	2,072	2,518	2,545	1,948
Online requests	208	270	164	106
New repair	41%	41%	41%	45%



Total number of jobs within target?

	May		Aug	
Live jobs (DLO)	716		809	
In target	543		674	
Out of target	173	(24%)	121	(14%)
Without appointment	139	(19%)	130	(16%)

Repairs Policy

	Comment	Response
1.	Do we require F10 notification?	• An F10 is an official notification form that must be submitted to the Health and Safety Executive (HSE) for certain construction projects in the UK. Aim is to ensure worker and public safety on construction sites. • longer than 30 working days and have more than 20 workers on site simultaneously. • Involve more than 500 person-days of construction work (one person working for one day equals one person-day).
2.	Who is responsible for repairs if it goes over a certain time frame, such as 20 days.	• Repairs and Compliance Manager is responsible. • The Assistant Director of Housing is accountable
3.	Right to buy. Clarification on which repairs the council will undertake and which repairs will be the responsibility of the buyer.	RTB - we will do the RTR (right to repair jobs) and compliance checks if due (gas/electric)

What is the Council doing to improve communication?



HQN

- Recommendation: Ensure effective member oversight of key housing performance areas, including regular (at least quarterly) review of data in relation to safety, compliance, complaints. Minuted meetings with actions
- Option: Consider doing this through a formally structured Housing (improvement) board including portfolio holder, tenant rep/s. Some organisations also involve external experts