

NOTES OF REPAIRS GROUP MEETING
HELD AT ALLAN WATER HOUSE
ON 12th November at 10.00 am

Present:

William Derrick, Alex Lamb, Hugh McClung, Moira Robertson, John McGill (Supervisor), Jimmy McGrory, Alexa Scrivener, Eileen Fitzpatrick and Gillian Johnston, both from Resources Information Team, SC

Apologies:

Philomena McClung, Anna Johnston, Michael Griffiths, Alex Wallace, Leza Lafferty (TPAS).

Alexa welcomed everyone and meeting started.

2. Minutes of last meeting 10.9.19

Call Centre Update

Work on getting the new module for Northgate is still ongoing. Stirling Council would need to buy this part of Northgate, as this is not a module that was purchased with the original package. John explained he does not know the cost of this.

Alexa said the cost of £18k for the Repairs Finder comes from HRA but by being integrated into Repairs, the money should be recouped fairly quickly through efficiencies; i.e. getting it Right First Time and categorising correctly should save £40 per job.

It has already been budgeted for under development and improvement.

John McGill had prepared a list of the most frequently asked questions that will be used as a starting point when putting in information that is relevant to SC; they are looking at making the self-service platform unique to SC and after being tried in-house it will be available to tenants [64% of tenants who responded to the satisfaction survey said they would like to use an app].

3. Webex Demo

We stopped discussing the minutes from 10.9.19 and had an interactive presentation from Webex, where we were shown how the screen will look and how to use it.

Users have to register before use. The tiles are pictorial and can be customised.

In the example we were shown, clicked on Shower - Switch Broken – did SC install shower – Yes – [go to add to basket - app will check if emergency or appointment] If emergency the tenant would be asked to phone in, if not then click on submit – raise repair or can show available appointment times and raise a works order.

Appointments are acknowledged to the tenant by email or text message.

The screen size and layout adjusts to the machine being used – phone, laptop, tablets.

The in-house team can look at documents, files and images and can show them to the customer.

The in-house team can see all allocated jobs on the screen. It depends on whether it complies with SC rules as to whether tenants will be able to use this.

Alexa will check if images uploaded by the tenant can be seen by the tradesperson on their handheld.

Reference numbers will be seen on the screen. Customers can use this information if they have to report the same problem again.

Only tenants can log-on, there will be full security with tenants having to register and create an account.

It will be for SC to decide if relatives can register for a tenant who is not computer literate or doesn't have access to a computer.

Webex said that they have had positive feedback from other customers saying that using graphics means they don't need to know the name of things or explain to a person. Also it can be done 24/7 and you can get an appointment that suits you.

Alexa said the group dealing with this would be meeting next Wednesday to discuss all the questions and inputs and get SC rules imported into the system. She would like it to support My Account on SC website.

Following it being piloted by in-house, it will need to be tested by tenants and Alexa will arrange for the Repairs Group or STA to take part in this.

This system will ensure that all tenants get equal service. It will help Housing Officers, who will be able to give appointments, even though they do not have technical knowledge.

Tenants can see a list of all their previous repairs.

Alexa will check if the information will be linked to the tenant or the property.

The system will be launched as soon as possible but definitely before the end of the financial year.

Gillian and Eileen were thanked for the presentation and left the meeting.

2. Minutes of last meeting 10.9.19

Service Performance Report

Alexa will give an update later in the meeting. [See appendix]

Homelync Update

Jimmy said that Homelync were still looking for volunteers and hoped to conclude that this month. They are preparing a dashboard which will collate information on the pilot properties and their energy use.

Leza had received an email from Homelync giving an update on the projects.

Local Issues

William will check if the problem with a door at a new build on Main Street in Cowie has been sorted.

John said reports about smoke alarms should always be attended to within 4 hours as an emergency priority.

Anna not here to give an update on a tenant in Bridge of Allan who was told there was not enough room on their wall to install the energy panels and they would need to find a compromise of where to install them.

Alex not here to give an update on a box outside his house which used to be connected to the old alarms system. Alex has advised this box is still making a buzzing noise and he does not know why. Will need to get this looked at.

Jimmy get someone to look at it

No pre-void inspections have been carried out by the person in post to do this work. Craig Russell, Service Manager will be asked what this person is doing and why she is not carrying out pre-void inspections which would lead to savings for the housing service and improved conditions in the houses.

3 Performance Service update – see Appendix

11. Travelling time is much higher than the National Average, so the time taken will be above average. Also the number of emergency repairs is 8382 jobs which is 25% of all jobs; this seems a very high number, so maybe some have been classified incorrectly. In any case figures should improve with the Repairs Finder app. Satisfaction rates remain high.

12. The average time to complete non-emergency repairs is very good about ½ the National Average. SC target is 7 working days.

13. A combination of the Repairs Finder app and text messages should bring the average for the % of reactive repairs carried out right first time up to nearer the National Average. There are no figures for the last 6 months because although the figures are in the system, it has not been possible to extract them since an upgrade to Northgate was done. SC is in discussions with Northgate to rectify this. SC cannot give the figure on the Annual Return of the Charter and will explain to SHR why not. Alexa said that she is assuming the figure will be lower than last year because it is the biggest complaint in the satisfaction survey.

16. Although the length of time and the number of repeat visits is a big cause of dissatisfaction, once the job has been completed, tenants are satisfied with the tradesmen's work.

Post-inspections are being carried out and they are identified by random telephone calls.

Tradesmen are carrying sufficient stock in their vans.

Sometimes the job has not been identified correctly – i.e. tenants reports a leak in the roof, which turns out to be from a pipe in the loft. If the information given improves, there should be less need for repeat appointments.

SC must ensure that the tenants agree with the appointment time.

Alexa is doing an Action Plan, which will be shared with tenants.

5. Local Issues – [including tenants queries sent directly to Leza]

A tenant asked Moira when her kitchen was replaced and how often kitchens are replaced.

Its every 20 years and their kitchen replaced in 2003/4 so due in 2023/24

Hugh said that tradesmen need to be encouraged to use dust sheets. John said they do carry them and sticky polythene and shoe covers. An reminder email will be sent round and tenants encouraged to report cases where tradesmen do not use them, when they should.

Moira asked how many tenants in Crianlarich/Tyndrum do not have Tesla batteries as she understood that they would be rolled out in the rural [off-gas] areas before urban areas.

Gregor Wightman emailed to say the 14 of the 19 homes have Tesla batteries; those still to be completed are due to either being unable to get hold the tenant to arrange an appointment or an appointment has been made for a later date.

Willie said that a solar powered light in a parking area behind houses in Cowie has not worked since installation, despite being reported several times. **Jimmy will chase this up.**

6. A.O.C.B

Alexa asked what the TLI were investigating at present; it is the allocation policy and tenants handbook. This is nearing completion and there is a meeting next Thursday.

Alexa asked if the next one could be chosen from areas of dissatisfaction highlighted by the Satisfaction Survey, with a couple of items selected by TLI. This will be suggested to the TLI group.

7. Date of next meeting

Tuesday 4th February 2020 at Allan Water House at 10am