

## Repairs Service Review Group

Thursday 21<sup>st</sup> February 2008

10am – 1pm

### Minutes

#### Present:

Doreen Gower  
Mr & Mrs Apperley  
June Phillips  
Mr Williams  
Shirley Baldwin  
Mr & Mrs Valleley  
Betty Barnfield  
Doug Green  
Sylvia Hemming  
Freda Clark  
Rose Price  
Diane Howls  
Angela Vincent  
Stephen Sheehan Property Services Manager  
Matt Edward Contract Manager  
Mark Bawden Building Services Manager  
Rob Weale Property Services Support Manager  
Audrey Gummery Cust. Involve. Administration Assistant  
Helen Greenway Customer Involvement Officer

- | 1. | <b>Welcome</b>                                                                                                                                                                                                                                                       | <b>Actions</b> |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
|    | Helen welcomed everyone to the meeting and gave a brief overview of what the meeting would be about.                                                                                                                                                                 |                |
| 2. | <b>Voids Challenge Day</b>                                                                                                                                                                                                                                           |                |
|    | The Voids Challenge Day had to be postponed from the original date it was planned for. However, Helen would be reorganizing this very shortly with the four volunteers who agreed to take part. The findings of this would then be fed back to the next SRG meeting. |                |

Helen also asked for four more volunteers for the next quarter's

Voids Challenge Day. These are:

- Angela Vincent
- Shirley Baldwin
- Doug Green
- Doreen Gower

**Helen will be organising both challenge days before next SRG meeting**

### **3. Gas Safety Reminders**

Helen had sent out copies of the final reminder to the group members with a new image on it. The group unanimously agreed to accept this new version.

Stephen told the group that the new formats would now be used.

**Helen to advise Communications Officer**

### **4. Responsive Repairs – Classifying Response Times**

Stephen gave a presentation to the Service Review Group about how we respond to repair requests and about the different priority categories that repairs are placed into.

A summarized version of this is:

**Emergency Repairs:**

These are repairs that are a danger to life or property

**Urgent Repairs:**

These are serious repairs, which may affect people's comfort and convenience, or become a risk to health and safety.

**Routine Repairs:**

Classed as small, non-urgent work

**Programmed Repairs:**

Herefordshire Housing is working towards carrying out non-urgent Repairs on a Repairs Programmed or Cyclical basis. This will allow us to package work together by areas enabling work to be planned easier at reduced costs and allow more repairs to be done.

**First Team Challenge:**

After the presentation, members of the group were split into three teams. Each team was given a pile of cards with examples of a repair on each. On their table were four trays labeled with a priority category. These were Emergency, Urgent, Routine and Programmed. Each team then had to make a decision about which priority each example should be given and place them in the relevant tray.

Once the three teams had done this, Stephen revealed a list of where he had already placed each repair in order of their priority.

He asked each team in turn to read out one of their repair examples and which priority category they had placed it in. This was then compared to what the other teams had decided on and also against Stephen's list.

Discussions took place, including repair requests for blocked pipes and how we should deal with this. Stephen advised that we get many repairs requests of this type. Tenants suggested that we include an article in a tenants newsletter with helpful tips and advice about how to unblock pipes themselves and then only phoning repairs if they haven't been able to do this.

**Helen to advise  
Communications  
Officer about  
this**

After discussions on categorizing the repairs, Stephen advised the group that we would write up each team's decisions and attach them to the minutes. See **appendix 1** for these results.

**Helen to write up  
the results**

## **5. Programmed Repairs**

### **Second Challenge:**

The next part of the meeting was about carrying out a game with seven volunteers from the main group.

We had five trays around the room, each labeled with a postcode within Herefordshire where we have properties. For example, HR1, HR2, HR3, HR4 and HR9.

We then had seven piles of paper on a table located in the middle of the room – one pile for each volunteer. Each piece of paper represented a repair job in an area within the above postcodes.

The game was for each volunteer to go to their pile, select one job only and drop it in the relevant tray positioned somewhere in the room, come back and pick up the next job and find the tray for that one, etc. The winner of the game would be the first person to complete their all jobs by getting rid of their pile of papers.

We thought that this would be a good way to represent how we currently carry out **routine** repairs – almost the scatter effect, with workmen going around the county on a responsive basis, often going back to the same area for different jobs two or three times a week.

We also thought this would be a nice sedate way for the group to have a bit of fun. We hadn't expected the high level of competitiveness of the volunteers. As soon as we said GO! there was a mad dash by the volunteers to get their jobs done as quickly

as possible, often with people clashing in the centre of the room. People were dodging left, right and centre to get back to their pile of jobs and running over to where the tray with the relevant postcode was placed. It was great fun to be part of and also to watch, with the remainder of the group being highly entertained by the disorganized chaos.

**The organised approach:**

We then asked for seven more volunteers to come forward to carry out a similar game, but this time, instead of rushing back to their piles of paper each time, they took the pile with them as they walked around the room in a circle.

They then dropped each job or piece of paper into the tray with the relevant postcode, circling the room until all their jobs had been done.

This represented how we could be carrying out some route repairs in a programmed way and certain routine jobs, with specific teams of our workforce carrying out jobs in a more organised and programmed way.

We would like to say a big thank you to all our volunteers for the games and that we really appreciate their enthusiasm for taking part. Congratulations go to Doug Green who won the first game. Well Done!

**What tenants thought**

The tenants were asked their views on the two different games. They made the following comments:

By carrying out repairs in the way that the first game seemed to be inefficient, costly and disorganized. The second way was more organised, you knew where everyone was at any given time, more jobs were carried out in less time, it was more efficient and much more planned.

Stephen gave the group more information about what types of jobs could be carried out in a more programmed and cyclical way, including planned maintenance and some routine jobs. We would have a team going around the county, working in specific areas for a period of time. This team would carry out all jobs in that area that had been programmed, including appointments made with tenants for certain routine repair requests. After a set period of time, the team would move onto the next area in the county and do the jobs in that area.

Work that could be carried out in this way would be things like:

- Some Routine work
- Anti-condensation work
- Repairing solid fuel appliances and associated building repairs
- Fencing and pathways work
- Replacing garage doors and frames
- Decorations scheme for the vulnerable tenants.

This cyclical way of working would be carried out around the county, including Hereford City and Ross Town on a continuous basis. A full circle of the county would take between 9 – 12 weeks. Because it would be more efficient to work on this cyclical basis, we would be able to take on more jobs within the programmed works and this meant advertising the service to all tenants.

The Service Review Group unanimously agreed to adopt the cyclical way of working through programmed and routine repairs.

**6. The next step**

Stephen said that due to the decisions made today, he would amend the Repairs Service Standard document that the group had helped to produce to show the changes that the group had agreed on. This leaflet would then be sent out to every tenant of Herefordshire Housing, along with a flyer advertising the programmed works service.

**Stephen Sheehan to produce**

**7. Date of next meeting**

Thursday 29<sup>th</sup> May 2008 at Herefordshire Housing's office in Legion Way. Invitations will be sent out to all members, confirming the time and arrangements.

**Helen to organise**

## Appendix 1

Service Review Group Minutes 21<sup>st</sup> February 2008

# Service Review Group 21<sup>st</sup> Feb 08

## Classifying Responsive Repairs

Members of the Repairs Service Review Group were split into three teams who then went through the following list of repairs and classified them in order of priority. Where two or more teams gave the same priority, their classification would be used. Where there was a three-way split on a priority, Stephen Sheehan – Property Services Manager would have the final say on the decision.

More details are provided through the 21<sup>st</sup> February 2008 Service Review Group minutes.

<b>Responsive Repair</b>	<b>Team 1</b>	<b>Team 2</b>	<b>Team 3</b>	<b>Decision</b>
1 x light not working	Urgent	Routine	Routine	Route
Blocked bath waste	Urgent	Urgent	Urgent	Urgent
Blocked foul drain – manhole full outside property but not raw sewage in garden etc	Urgent	Urgent	Programmed	Urgent
Blocked gully	Urgent	Routine	Programmed	Routine
Blocked kitchen or bathroom sink	Emergency	Urgent	Rapid Routine	Rapid routine
Blocked second toilet	Routine	Urgent	Programmed	Routine
Blocked toilet – only toilet	Emergency	Emergency	Emergency	Emergency
Cannot change the light bulb or strip light in kitchen	Urgent	Urgent	Programmed	Urgent
Chimney stack pointing and repairs (scaffolding required)	Programmed	Routine	Programmed	Programmed
Communal door will not lock	Routine	Emergency	Routine	Routine
Complete overhaul of rainwater gutters and down pipes (includes gutter cleaning)	Programmed	Routine	Programmed	Programmed
Damp Proof Course treatment and plaster works	Programmed	Routine	Programmed	Programmed
Damp proof course works	Programmed	Programmed	Programmed	Programmed
Dangerous sparking sockets	Emergency	Emergency	Emergency	Emergency
Dripping overflow pipe	Routine	Programmed	Programmed	Routine
Dripping Tap	Routine	Programmed	Routine	Routine
Dripping waste pipe under sink – containable	Routine	Routine	Routine	Routine

<b>Responsive Repair</b>	<b>Team 1</b>	<b>Team 2</b>	<b>Team 3</b>	<b>Decision</b>
Dry lining walls	Programmed	Programmed	Programmed	<b>Programmed</b>
Faulty electrical fan in bathroom or kitchen	Routine	Routine	Programmed	<b>Routine</b>
Faulty smoke alarm	Emergency	Emergency	Urgent	<b>Emergency</b>
Fencing works	Programmed	Programmed	Programmed	<b>Programmed</b>
Front door will not open (back door to property)	Routine	Routine	Programmed	<b>Routine</b>
Front door will not open (no back door to property)	Emergency	Emergency	Emergency	<b>Emergency</b>
Garage door needs repairing	Routine	Programmed	Programmed	<b>Routine</b>
Install new smoke detectors, hard wire	Programmed	Programmed	Programmed	<b>Programmed</b>
Internal door will not shut	Routine	Programmed	Programmed	<b>Routine</b>
Leak to radiator or pipe work – containable (capture dripping water in a bowl or bucket)	Routine	Routine	Routine	<b>Routine</b>
Leaking roof – containable and not going into electric wiring etc.	Routine	Urgent	Routine	<b>Routine</b>
New windows and casements	Programmed	Programmed	Programmed	<b>Programmed</b>
No hot water	Urgent	Urgent	Urgent	<b>Urgent</b>
Periodical electrical testing	Programmed	Programmed	Programmed	<b>Programmed</b>
Radiator not working	Routine	Routine	Programmed	<b>Routine</b>
Rebuild garden walls	Programmed	Routine	Programmed	<b>Programmed</b>
Re-fix floor boards	Routine	Programmed	Programmed	<b>Routine</b>
Removing and blocking up fireplaces	Programmed	Programmed	Programmed	<b>Programmed</b>
Rendering repairs	Programmed	Programmed	Programmed	<b>Programmed</b>
Renew external door to out buildings or sheds	Programmed	Programmed	Programmed	<b>Programmed</b>
Renewal of baths or complete suites	Programmed	Programmed	Programmed	<b>Programmed</b>
Renewal of front and rear doors and/or frames	Programmed	Programmed	Programmed	<b>Programmed</b>
Renewal of internal doors and/or frames	Programmed	Programmed	Programmed	<b>Programmed</b>

<b>Responsive Repair</b>	<b>Team 1</b>	<b>Team 2</b>	<b>Team 3</b>	<b>Decision</b>
Renewal of kitchen unit/units, worktops and sinks (includes replacing existing doors and drawers)	Programmed	Programmed	Programmed	<b>Programmed</b>
Renewing fascias, verges and soffits	Programmed	Programmed	Programmed	<b>Programmed</b>
Repair floor tiles	Routine	Programmed	Programmed	<b>Programmed</b>
Replace footpath, steps	Programmed	Routine	Programmed	<b>Programmed</b>
Replacement of front and back gates	Programmed	Routine	Programmed	<b>Programmed</b>
Replacing garage doors and frames	Programmed	Routine	Programmed	<b>Programmed</b>
Replacing or over-boarding plastered ceiling	Programmed	Programmed	Programmed	<b>Programmed</b>
Re-plastering of walls	Programmed	Programmed	Programmed	<b>Programmed</b>
Re-pointing brickwork	Programmed	Programmed	Programmed	<b>Programmed</b>
Running overflow pipe	Routine	Urgent	Routine	<b>Routine</b>
Running Tap	Urgent	Urgent	Urgent	<b>Urgent</b>
Shed door needs repairing	Routine	Programmed	Programmed	<b>Programmed</b>
Shed door will not lock	Routine	Programmed	Programmed	<b>Routine</b>
Shed or garage roof leaking	Routine	Programmed	Programmed	<b>Routine</b>
Smoke detector faulty and sounding off	Emergency	Emergency	Emergency	<b>Emergency</b>
Socket not working	Routine	Programmed	Programmed	<b>Routine</b>
Storage Heater will not work	Routine	Routine	Programmed	<b>Routine</b>
Toilet will not flush	Urgent	Urgent	Routine	<b>Urgent</b>