

# Item 9(1) Tabled Item Amended Appendix A – Building Services Intervention

## Building Services

The Building Maintenance Service maintains 2,349 residential properties as well as the Council's public buildings. The intervention took place in 2014 and looked at the responsive repairs element of the service.

**The old approach** Purpose: Maintain the Council assets to a high standard, within budgets and in accordance with Council policies

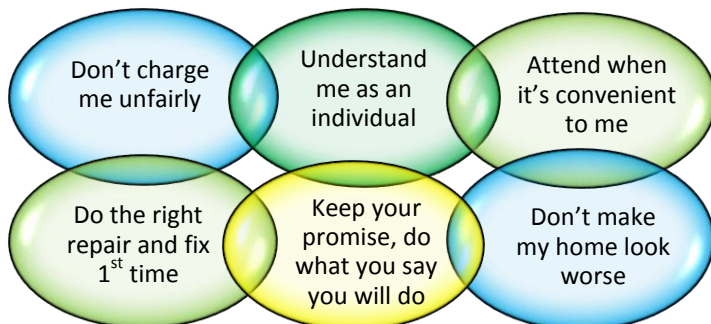


The Vanguard intervention highlighted that the service, as it was previously delivered, focused on making a surplus, controlling costs, policy compliance, and a basic premise that we didn't trust the customer. When a request for repairs was received a surveyor would visit the property to determine what works were required.

The focus was generally only to deal immediately with repairs that were an emergency or considered urgent.

The surveyor would inform the customer that any other non-urgent works would be dealt with as part of a planned programme of works. This approach resulted in a lot of waste work and the average time to complete a repair was 89 days.

**The new approach** Purpose: Fix My Home



Following the Vanguard intervention, the focus is now on fixing the repair and doing what matters to the customer in a proportionate way, taking into account the circumstances. The tradesmen are empowered to determine what repair is needed and what is proportionate. The focus is on fixing the repair first time, as well as arranging a time to visit that is convenient for the customer.

In the majority of cases, repairs are now being dealt with immediately, as we are doing 'what matters' for the tenant and not putting works off. This approach has reduced a significant amount of waste work from the system. The average time taken to complete a repair is currently 8 days and 60% of the jobs are completed within a single visit.

*"Your tradesmen were very patient and understanding with my son, who has learning difficulties – they spoke directly with him, rather than over him, and didn't make assumptions"*

Customer feedback

