

2 December 2024

TITLE OF REPORT: Repairs and Empty Property Performance
**REPORT OF: Kevin Scarlett, Interim Strategic Director of Housing,
 Environment and Healthy Communities**
Purpose of the Report

1. To provide an overview on the current repairs and empty property performance.

Background

2. Construction Services carry out repairs and maintenance to the Council domestic property portfolio.
3. This report provides the end of October 2024 performance position.

Key Areas

4. Empty Council Houses

Table 1 below shows the summary data of empty properties.

Table 1 - Empty Properties

	Ready to let Completions	Newly vacant	Let	Available for Letting	Total Undergoing /Awaiting Works	Total Vacant
Apr 2024	136	99	129	241	324	599
May 2024	96	79	100	233	328	602
June 2024	83	91	122	187	336	563
July 2024	96	114	131	143	358	549
August 2024	66	67	85	128	383	551
September 2024	113	119	100	153	382	574
October 2024	108	79	101	158	357	550

5. The corporate business plan target for March 2025 is for 335 or fewer empty properties undergoing work, 150 or fewer properties available for letting, 100 or fewer held and a 585 overall total.

Repairs in Progress

6. Work in progress stands at 6,944 live work orders against a target of 5,500. This compares to 8,830 at the end of October 2023.
7. The level of new repairs raised year to date is 36,503 compared to 37,226 for the same period last year.
8. Work completed year to date is 33,868 compared to 31,563 for the same period last year.
9. Major works raised year to date is 5,343 compared to 5,463 for the same period last year.
10. Major works completed year to date is 5,487 compared to 4,081 for the same period last year
11. The live work order figure includes 3,477 work orders out of time affecting 2,855 dwellings. This compares to 4,813 at the end of October 2023. The target for work orders out of time is 15% of total work in progress.
12. Examples of change to process positively impacting on performance includes:
 1. PASMA and TETRA trained staff. This enables the use of alternative high-level access than full scaffold systems.
 2. More efficient diary allocation.
 3. Additional performance management reports and direct monitoring by Project and Site Managers.
 4. Ongoing van stock monitoring to reduce need for operatives to resource parts and materials from trade counters and central stores.
 5. RESTEC training delivered to roofing teams to reduce need for traditional hot works, speeding up delivery of works. This type of rubberised roof replaces the traditional two-part felting and has a longer life span.
 6. Damp work training to plasterers to complete work inhouse and reduce contractor reliance.

7. Proposal to use drones for roof inspections to reduce the need for scaffolding and improve more accurate diagnosis.

8. Additional internalisation business cases.

Table 2 Key Performance targets

	Right First Time	Appts Kept	Repairs completed in target		Tenants satisfied with the most recent repair (Quarterly)
			Emergency	Non-Emergency	
Target 24/25	90%	94%	97%	80%	86%
Apr-24	93.09%	91.76%	96.90%	78.75%	-
May-24	90.82%	91.99%	97.56%	79.63%	
June-24	91.46%	91.94%	97.76%	79.32%	83.75%
July – 24	91.20%	91.76%	96.74%	78.68%	
Aug – 24	90.53%	96.17%	97.17%	78.81%	
Sep-24	90.69%	96.38%	97.42%	79.29%	83.33%
Oct-24	90.47	96.47%	97.35%	79.89%	

13.No access continues to have a significant impact on operative productive time.

14.Year to date, customers have failed to give access for 3,952 repair appointments. This compares to 3,630 for the same period last year.

15.In September 2024 system and process changes were made to enable call handlers to give more customers an appointment at their first contact with the team. Customer preferred contact numbers are updated at each contact.

16.Customers receive a text when the appointment is made, a week before the appointment, the night before the appointment, and as the operative is enroute to the property. The Evening Scheduler calls customers that have the first appointment of the day the evening before as an additional reminder.

17.The text message shows the sender in the first part of the text: Gateshead Council Repairs - Reference: <ORD NO> - This is a reminder of your upcoming repair appointment booked for: <APPT SLOT>.

18.In October 2024 of 540 no access events, 400 had been allocated an appointment at their first point of contact with the repairs team. That means the customer spoke with a call handler, accepted an appointment slot,

received a confirmation text message, followed by the chain of text messages to their confirmed preferred contact number.

19. Changes to the tenancy agreement are required to support the Repair Policy where the Council reserve the right to charge for repeat no access, and/or to cancel a non-statutory repair.

Recommendations

20. Oversight and Scrutiny Committee is asked to note this report.