

Appendix A

CASSC March 2022

The Responsive Repairs Unit (RRU) are responsible for the repairs and maintenance of the Council's housing stock. This includes a range of property types, from houses to flats, to high-rise blocks. When a new tenancy commences, tenants attend an appointment at a local hub to go through an in-depth sign-up process. This meeting includes a comprehensive walk through of the repairs process and it outlines the responsibilities of the tenant and the council in relation to effectively maintaining their home.

Tenants are asked to report repairs as soon as possible to the Repair Reporting line within Connect to Cardiff (C2C). This can be by telephone or email to C2C who then raise the appropriate works for RRU. Most works are completed by the in-house team of 140 skilled operatives. Repair types can range from minor repairs such as small carpentry and plumbing jobs, through to larger scale works such as roof replacements. The time in which a repair is completed can fall into 3 different categories:

Emergency

An emergency repair is classed as a threat to life or limb. An example of this is a dangerous electrical fault, an uncontrollable leak, or an unsafe structure. These should be completed within 24 hours, but to within 2 hours.

Urgent

An urgent repair would need to be done in short space of time but does not pose an immediate health and safety concern. An example of these type of repairs would be a plumbing fault or a follow up electrical repair after being made safe. The timescale for repairing these is 1-5 working days.

Routine

A routine repair is a repair that is required but is not a health and safety risk or damaging the property further whilst awaiting repair. An example of this type of work is plastering of walls, fencing and gate repairs or general carpentry works. The timescale for these works is 1-25 working days.

Appendix A

Confirmation on what we would not class as a repair

RRU are responsible for:

- maintaining the structure of the home, and
- ensuring that fittings for water, sanitation, gas and electricity are safe and in working order.

RRU will repair the following defects caused by fair wear and tear:

- roofs, walls, ceilings (defect not decorative), window frames, external doors, drains, gutters, outside pipes.
- electrical fittings, electrical wiring and gas and water pipes (if supplied or adapted by the Council).
- heating equipment and water heating equipment (if supplied or adapted by the Council)
- Any communal area around their home - stairs, lifts, landings, lighting, entrance halls, paving and rubbish chutes

Anything that falls out of these categories, we would not class as a repair

The tenant is responsible for:

- Glass (unless as a result of a crime)
- Keys and/or additional locks
- Toilet seats and covers, plugs and chains to sinks/baths/basins, choked internal pipes and traps
- Damage to sockets, switches, light bulbs (except in communal areas), and doorbells.
- TV aerial and sockets (houses)
- Fuses
- Ensuring that the smoke detectors that the Council have installed in their home are not tampered with.
- Frets, fireplace fittings, surrounds and hearth tiles
- Internal doors, interior hinges, locks and latches, roller blinds, curtain rails, hat and coat rails and hooks, shelving, internal decorations
- Rotary lines in houses.
- Repositioning of fixtures and household appliances

Appendix A

Brief overview of the 'Responsive Repairs Standard' *(Full detail of the Standard can be found at Appendix B).*

The Responsive Repairs Standard sets out the appropriate amount of work that should be completed for different types of repairs. The standard includes the inspections process and how much work is necessary to complete the repair in the most cost-effective way, ensuring unnecessary upgrades or improvements do not take place.

The standard details what repairs would not be completed and falls under tenant responsibility. It also sets out the process for exceptional circumstances where a larger repair may be required and the approval process surrounding this.

The purpose of the standard is to ensure that resources are not used unnecessarily, and that work is limited and prioritised appropriately.

The planned maintenance service is triggered by three different areas:

Component lifecycle

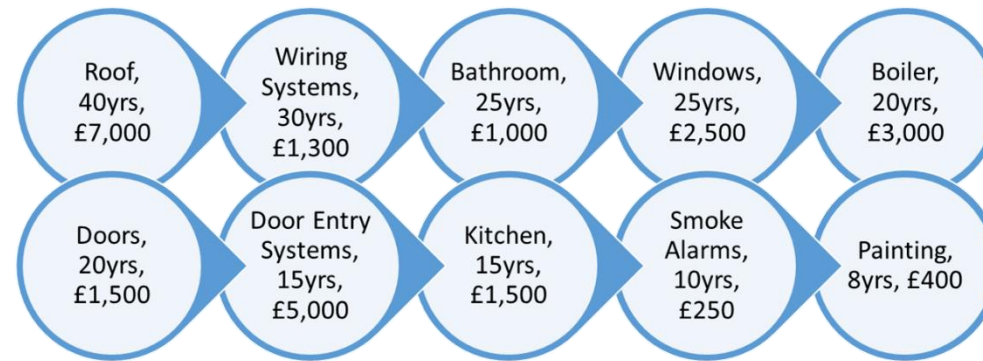
When the lifespan of an asset is reached. The frequency of replacement or upgrade varies across the different assets e.g., a boiler is replaced every 20 years, a roof every 40 years, as shown in the picture below.

The Council's stock condition database provides details of the improvements carried out to each property or block of flats/maisonettes and when they are due to be replaced. Using the information held in the database, programmes of work are generated, enabling the works to be planned, costed, and tendered accordingly. These programmes are always approached based on their urgency and cost effectiveness.

The Asset Management team carry out stock condition surveys to ensure replacement of assets are not carried out unnecessarily and if found to be in a good condition, their replacement is delayed.

The Council's 30-year plan incorporates life cycles of the main assets within properties. This ensures robust financial planning as well as an assurance that properties will remain well maintained. The picture below details the average cost to replace each asset and how often a replacement is generally required.

Appendix A



Repairs trends

Where a trend in requirement for repairs is identified and the cost of repairs is exceeding the cost/benefit of replacement or upgrade, in these cases, a referral is made from Responsive Repairs and the replacement or upgrade is completed by the Planned Maintenance Team.

Changes to legislation

This is where a change in legislation requires an asset to be installed/upgraded/replaced. An example of this would be the changes to over cladding legislation following the Grenfell Tower fire tragedy in 2017.

Detail on how response repairs and planned maintenance work and service differ – confirmation on what constitutes a repair and what would be seen as improvement or maintenance works:

Responsive repairs are responsible for repairing and maintaining the structure of the property and ensuring that fittings for water, sanitation, gas and electricity are safe and in working order.

Planned maintenance are responsible for carrying out replacement, upgrade, or new installations as a program of works, usually involving multiple properties. This is to ensure the properties meet legislative requirements, meets the Welsh Housing Quality Standard (WHQS), ensures the property is sustainable and maintains its value where possible.

Appendix A

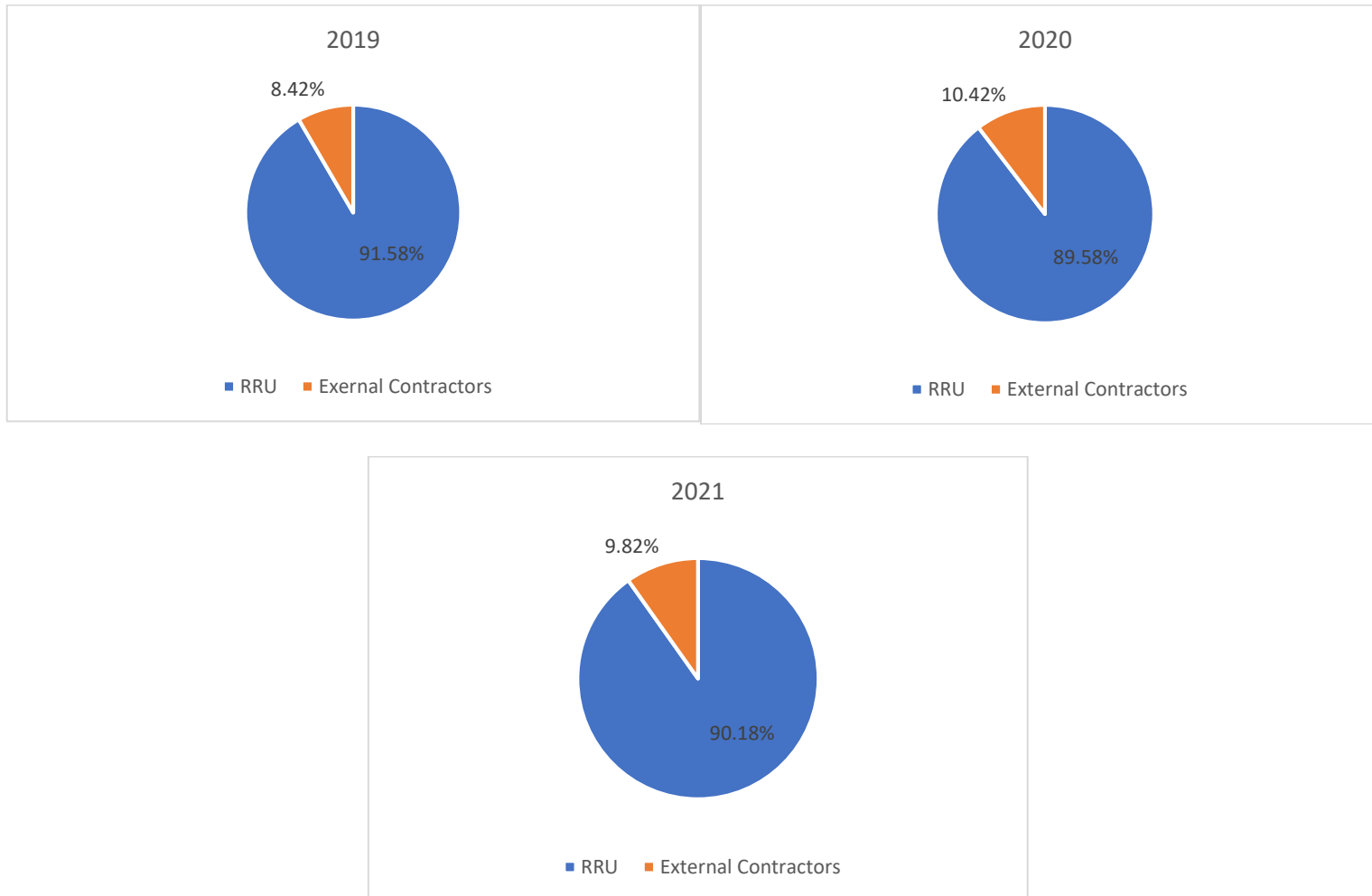
Insight into the different types of repair requests and performance:

Responsive Repairs receive a broad range of repair requests from fixing a boiler, plumbing or an electrical problem, to repairing roofs, windows or external doors. Below shows a breakdown of repairs the average volume of repairs raised over 3 calendar years. As can be seen in the table below, plumbing is the most popular category of repair, followed by carpentry.

Work Type	2019			2020			2021			Annual Average
	Internal	External	Total	Internal	External	Total	Internal	External	Total	
Plumbing	12923	660	13583	9778	552	10330	12786	1418	14204	38117
Carpentry	11693	548	12241	6575	88	6663	11620	373	11993	30897
Gas	8448	485	8933	5851	1673	7524	7493	692	8185	24642
Electrical	7376	539	7915	5933	335	6268	6932	359	7291	21474
Out of Hours	3911	66	3977	4421	90	4511	4755	272	5027	13515
Plastering	3226	497	3723	1634	222	1856	3112	401	3513	9092
Bricklaying	3243	111	3354	1528	43	1571	2672	109	2781	7706
Roofing	1311	195	1506	1182	114	1296	1364	203	1567	4369
Damp	1651	7	1658	972	2	974	1409	7	1416	4048
Door Entry Systems	0	1297	1297	1	1034	1035	2	1258	1260	3592
Drainage	890	12	902	809	0	809	1074	3	1077	2788
Glazing	861	47	908	335	1	336	829	38	867	2111
Boilers	39	332	371	2	316	318	11	529	540	1229
Scaffolding	215	131	346	157	115	272	218	235	453	1071
Recharge	190	8	198	77	1	78	102	2	104	380
Flooring	6	208	214	1	31	32	4	25	29	275
Total	55983	5143	61126	39256	4617	43873	54383	5924	60307	165306

Appendix A

As can be seen in the charts below, there is a huge difference in the number of jobs handled by the in-house team, with less than 10% on average being completed by external contractors:

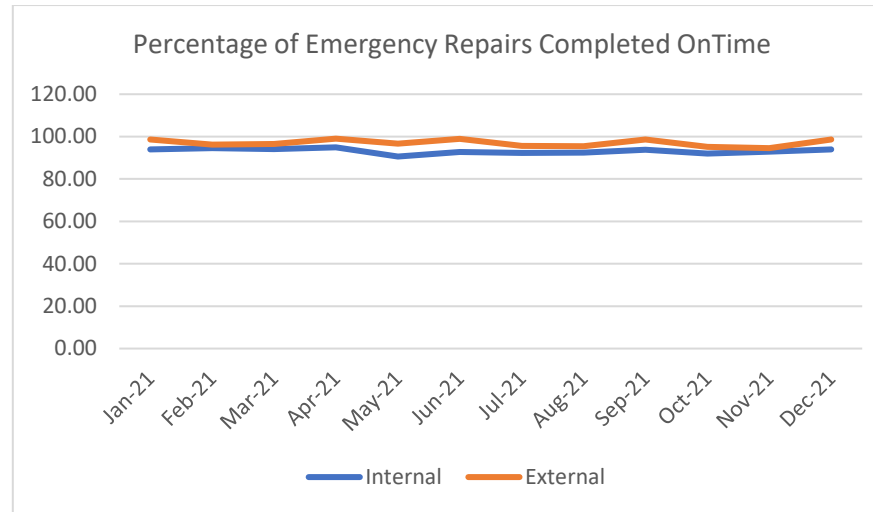


Appendix A

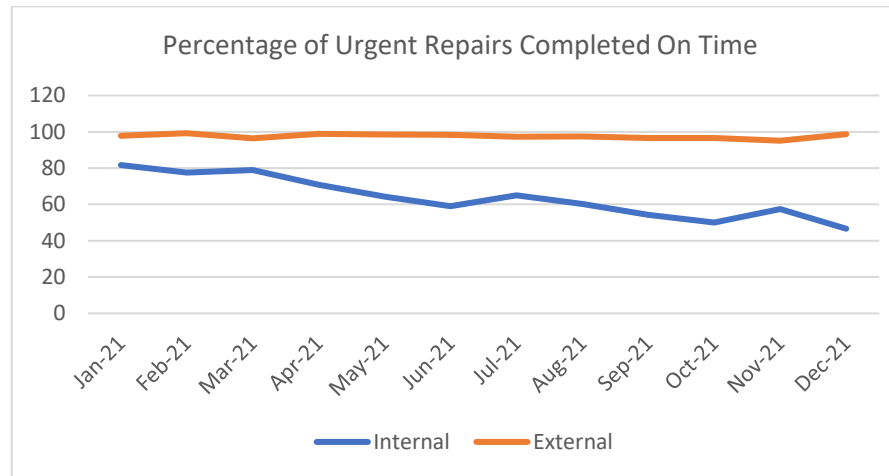
The table below shows the different priorities of work and the performance for both internal teams and external contractors in the last calendar year:

		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Emergency Internal Jobs	Total Jobs Completed	1293	1338	1293	632	532	536	595	530	593	591	802	671
	Completed on time	1214	1265	1216	600	482	497	549	490	556	544	745	630
	Completed late	79	73	77	32	50	39	46	40	37	47	57	41
	Percentage on time	93.89%	94.54%	94.04%	94.94%	90.60%	92.72%	92.27%	92.45%	93.76%	92.05%	92.89%	93.89%
Emergency External Contractor Jobs	Total Jobs Completed	150	131	88	105	89	92	91	66	76	82	92	73
	Completed on time	148	126	85	104	86	91	87	63	75	78	87	72
	Completed late	2	5	3	1	3	1	4	3	1	4	5	1
	Percentage on time	98.67%	96.18%	96.59%	99.05%	96.63%	98.91%	95.60%	95.45%	98.68%	95.12%	94.57%	98.63%
Urgent Internal Jobs	Total Jobs Completed	1571	1587	1665	1238	986	946	1082	1057	1097	1320	1256	976
	Completed on time	1283	1231	1314	877	635	558	703	637	595	661	721	455
	Completed late	288	356	351	361	351	388	379	420	502	659	535	521
	Percentage on time	81.67%	77.57%	78.92%	70.84%	64.40%	58.99%	64.97%	60.26%	54.24%	50.08%	57.40%	46.62%
Urgent External Contractor Jobs	Total Jobs Completed	271	254	253	181	256	317	360	281	264	319	306	309
	Completed on time	265	252	244	179	252	312	350	274	255	308	291	305
	Completed late	6	2	9	2	4	5	10	7	9	11	15	4
	Percentage on time	97.79%	99.21%	96.44%	98.90%	98.44%	98.42%	97.22%	97.51%	96.59%	96.55%	95.10%	98.71%
Routine Internal Jobs	Total Jobs Completed	98	214	446	1181	1807	2108	1824	1557	1867	1800	1847	1520
	Completed on time	67	187	398	1024	1535	1426	1044	1008	1163	1012	1028	869
	Completed late	31	27	48	157	272	682	780	549	704	788	819	651
	Percentage on time	68.37%	87.38%	89.24%	86.71%	84.95%	67.65%	57.24%	64.74%	62.29%	56.22%	55.66%	57.17%
Routine External Contractor Jobs	Total Jobs Completed	25	16	33	52	83	114	128	130	110	82	93	91
	Completed on time	23	16	33	51	83	113	126	129	107	81	89	90
	Completed late	2	0	0	1	0	1	2	1	3	1	4	1
	Percentage on time	92.00%	100.00%	100.00%	98.08%	100.00%	99.12%	98.44%	99.23%	97.27%	98.78%	95.70%	98.90%

Appendix A



The above graph shows the performance against emergency repairs in the last calendar year. As can be seen by the trend lines, performance has remained relatively consistent in this area for both the internal and external teams. With the internal teams handling the vast majority of repairs in house, they have maintained a high performance against these targets despite the challenges that the pandemic has brought.

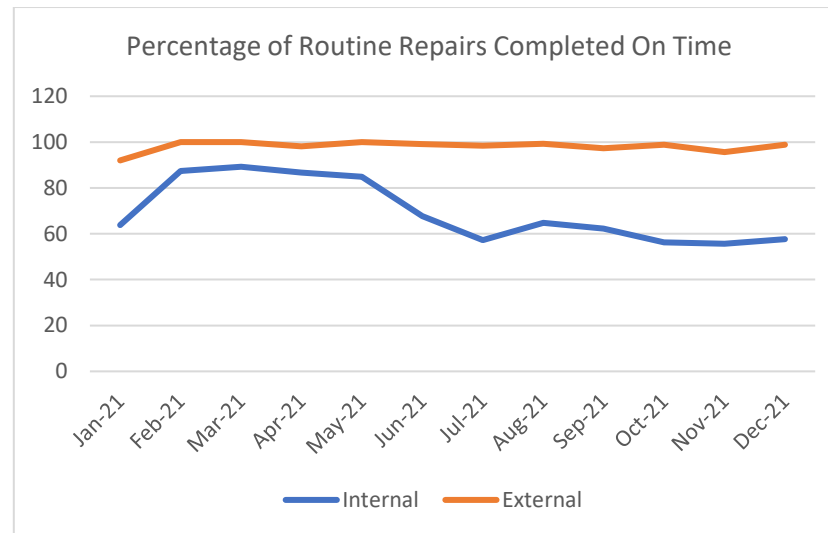


Appendix A

The second graph (above) shows the performance against urgent repairs completed. In this category, the performance against this priority has declined in this area for the internal team, this is due to them having a back log of repairs, resulting in the late completion of jobs. With lockdowns meaning only emergency repairs could be carried out, urgent repairs were still being raised during these times. This was alongside the usual number of urgent repairs not being completed.

Works completed by the external contractor for this priority has remained consistent, this is due to RRU only issuing jobs where the contractors had committed to meet the timescale for completion. The external contractors were issued a very small number of jobs in comparison to the job beings handled in house and this has meant that they were able to maintain a higher level of performance in this category.

In the year prior to the pandemic, the in-house team were achieving over 80% consistently in this category.



The final graph shows the performance against the routine repairs category. Performance by the internal team saw a decline earlier in the year, but this is starting to improve as the teams work through the backlog of jobs. Again, works completed by the external contractors for this priority has remained consistent due to works not being issued to them unless they could commit to meeting the targeted timescale. Again, the contractors were only issued a very small number of these jobs in comparison to the in-house team, with that and them only accepting jobs they could commit to completing, they were able to maintain their performance percentage.

Appendix A

During lockdown, routine repairs could not be raised or carried out at all. This meant that demand was still building and there was an influx of repairs raised when they were able to be raised and completed again. As routine repairs are the lowest priority, the back log in the urgent jobs were first to be addressed meaning a further delay and subsequent increase in the back log of routine repairs.

With all the issues combined, RRU are faced with a significant challenge to be able to complete the backlog of works created by the pandemic.

Prior to the pandemic, the internal team were achieving over 90% consistently in this category.

Where possible, Site Inspections and Post Inspections have been carried out and below shows the volume and performance in these areas. As can be seen in the data, quality of repair and adherence of safe working processes has been maintained:

INSPECTIONS		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total	Average
Site Inspections Totals and Percentage results	Internal Total	22	46	28	35	40	53	51	38	29	11	4	2	359	30
	Result	100.00%	99.95%	100.00%	100.00%	99.94%	100.00%	99.95%	100.00%	100.00%	100.00%	100.00%	100.00%		99.99%
	External Contractors Total	0	0	0	0	3	0	3	2	3	1	0	0	12	1
	Result	N/A	N/A	N/A	N/A	100.00%	N/A	100.00%	100.00%	100.00%	100.00%	N/A	N/A		100.00%
Post Inspections Totals and Percentage results	Internal Total	10	22	16	18	31	24	34	28	30	11	2	5	231	19
	Result	99.00%	95.91%	98.75%	96.11%	94.84%	98.33%	97.94%	99.64%	98.67%	99.09%	100.00%	100.00%		98.19%
	External Contractors Total	4	4	12	8	16	9	14	14	15	2	1	1	100	8
	Result	100.00%	95.00%	99.28%	100.00%	98.85%	97.50%	98.84%	98.18%	97.14%	100.00%	100.00%	100.00%		98.73%
Operative Review	Total Reviews	53	79	60	60	77	87	88	67	65	12	10	4	662	55
	% Satisfactory	98.11%	100.00%	100%	98.33%	98.70%	100.00%	96.59%	98.51%	100.00%	100.00%	100.00%	100.00%		99.19%

The table below shows the number of post inspections completed that have had no negative findings. Even with the high volume of repairs completed, the inspections are finding a very high quality of work with no faults present.

	Post inspections
RRU internal	202
External Contractors	88

Appendix A

The following table shows the number of repairs reported as defective by tenants. Again, when compared with the volume of repairs raised, this number remains low showing good quality of repair completed by both the in-house team and external contractors.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Internal	6	7	15	14	10	14	16	4	11	18	9	15	139
External Contractors	3	0	0	0	0	0	1	0	0	2	1	0	7
Total	9	7	15	14	10	14	17	4	11	20	10	15	146

The table below shows the number of complaints received and upheld in 2021. The total volume of complaints remains low and on average half of the complaints made are not upheld. This can be for a number of reasons, but is often due to the tenant making a complaint about the amount of work they wanted compared with what was provided e.g. plastering repairs when the tenant wanted the entire room replastered. In these cases, we would not count this as a complaint. As the data shows, RRU have maintained a high level of service that the tenants are mostly very satisfied with.

COMPLAINTS		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total	Average
Complaints received in the month	Internal	23	9	17	14	10	13	16	19	24	24	35	37	241	20
Complaints Upheld	Internal	17%	67%	29%	29%	40%	62%	69%	47%	45%	54%	57%	54%		47.50%
Overdue Complaints	Internal	3	1	1	6	4	9	16	13	19	23	33	35	163	14
Complaints received in the month	LCB	2	0	0	0	1	2	2	2	4	2	4	3	22	2
Complaints Upheld	LCB	50%	0%	0%	n/a	100%	50%	50%	100%	50%	50%	50%	67%		51.55%
Overdue Complaints	LCB	0	0	0	0	0	1	2	2	2	1	4	3	15	1
Complaints received in the month	Starlight	0	0	1	0	0	0	0	0	0	0	0	0	1	1
Complaints Upheld	Starlight	0%	0%	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		100.00%
Overdue Complaints	Starlight	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Appendix A

Insight into the costing for repair and maintenance works:

For work carried out by external contractors, each piece of work has a code associated with it; this is known as a Schedule of Rates (SOR) Code. An SOR code is a description and price for a piece of work. An example of this would be to repair a tap. This would have a full technical description of what work should be completed, and it would then have a price against it. This enables the service to keep a record of the different repairs carried out, the specific detail of that repair and how much it costs. Pricing forms the majority weighting in the procurement process to ensure competitive pricing. Having a specific cost against each element of work ensures that costs are managed effectively. This is also used to inform budgeting as the number of times the code is used help to estimate the number of times this type of repair occurs, this can then be used to forecast spend. When procuring a new contract for repairs, these codes and their usage form part of the evaluation process. By putting an additional weighting on the value of more common types of work, it is ensured that our contracts are competitively priced.

For the internal team, these codes are replicated, but have a minute value associated with them to enable the administration team to schedule a job with an estimation of how long the job will take to complete. As the operatives are paid a salary, the cost of the job is measured in time and materials used.

The spend on repairs is monitored closely by the management team. All HRA budgets, including responsive repairs are monitored monthly and meetings are held between finance and service area staff. Reports are provided to the Director and Assistant Director each month and the forecast position is reported to cabinet for Month 4, Month 6 and Month 9. Monitoring and reporting is against the budget approved by Council including the Housing Repairs Account. Meetings focus on key indicators and service data including number of void properties, number of jobs raised and completed in order to inform forecasts.

Detailed work is undertaken to review the month-to-month comparisons of volume and spend against each category of work. This informs decision making around resources within the internal team and the necessity of giving work to external contractors.

Breaking down the information into work categories enables the Responsive Team to understand spikes in repairs, so that resourcing can be planned appropriately. It also triggers the need to investigate those with higher spend associations to ensure The Repairs Standard is being complied with i.e., whether appropriate levels of repair are being carried out. Over longer periods of analysis, it provides the required information to enable the service to bring forward any planned schemes. By looking at the trends in spend, increased and costly repair in certain types of work can indicate the earlier need for a replacement of an asset such as a boiler or a roof.

The internal monitoring of spend looks at staffing costs and spend on materials made via operative P-Cards. P-cards are credit cards held by the internal operatives which are used to purchase materials for jobs from approved suppliers. Weekly and monthly data is provided by the suppliers and by our internal P-Cards team. This allows the Technical Managers to monitor what items are being purchased and the level of spend for each of the operatives. There are contractual agreements and set prices for items with our suppliers and this ensures a further control on the amount being spent on materials for repairs carried out.

Appendix A

The analysis of external spend looks at the level of costs charged by external contractors. This is further analysed to see the most expensive and most common areas of work that are passed to contractors. The three biggest categories of spend are plumbing, periodic maintenance (Legionella checks, etc) and gas, closely followed by door entry system repairs.

Plumbing is mostly commonly issued to external contractors when specialist disabled adaptation works are required or there is a lack of capacity in the plumbers' internal team. Periodic Maintenance is mostly a specialised activity and is programmed to be raised to ensure compliance with legislation. Repairs to door entry systems are also a specialist job and currently cannot be carried out by the internal team.

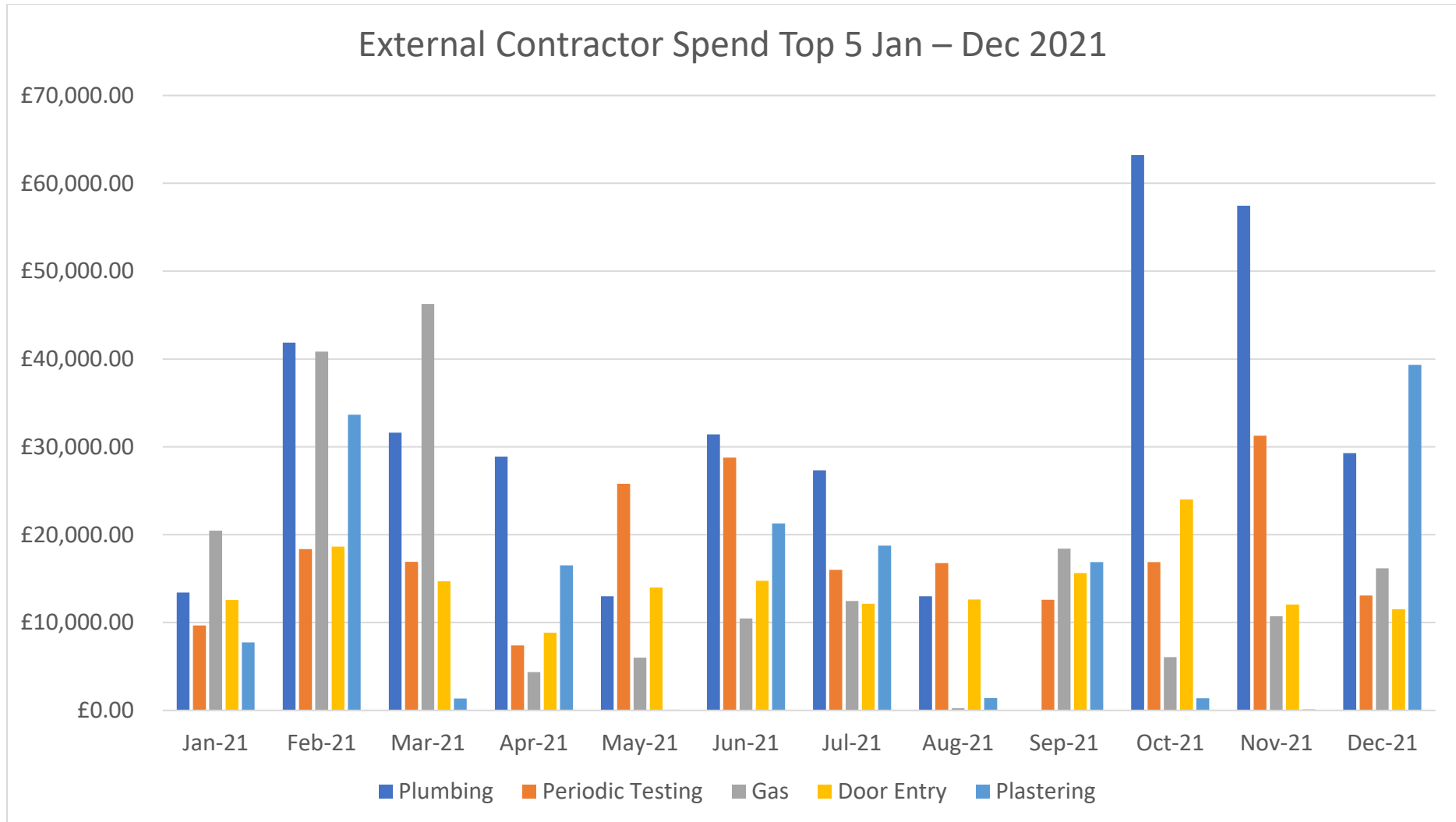
In some cases, work is passed to contractors as part of the work cannot be carried out inhouse and it is more cost effective for the whole job to be done by the contractor. For example, a plastering job will be passed to a contractor where a property has asbestos and requires a specialist contractor to remove it. In these cases, it makes sense both in cost and in time for the contractor to carry out the plastering work required at the same time.

The table below and the graph that follows shows a breakdown of the categories of work and the spend each month for works carried out by external contractors. There are seasonal trends in the volume of gas jobs due to increased demand during the winter months. This creates pressure on the internal workforce and often capacity is reached, meaning more jobs need to be carried out by the external contractor. To reduce the pressure on the internal workforce, all gas servicing works are programmed to be completed before the winter season begins to ensure there is maximum availability in the internal team during the busier months. There is also a spike in Carpentry spend during the summer months, this is due to more work being done to repair fences. Replacement fences fall under capital spend, but where possible, a repair will be completed to minimise costs.

Appendix A

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average
Plumbing	£13,410.13	£41,872.56	£31,615.94	£28,880.49	£13,000.68	£31,422.21	£27,332.87	£12,981.11	74,157.38	£63,209.94	£57,441.59	£29,281.30	£350,448.82	£31,858.98
Periodic Testing	£9,679.65	£18,350.23	£16,898.55	£7,409.39	£25,788.29	£28,769.53	£16,001.02	£16,771.12	£12,607.43	£16,871.15	£31,263.23	£13,077.13	£213,486.72	£17,790.56
Gas	£20,456.20	£40,832.39	£46,277.18	£4,360.05	£6,024.12	£10,465.63	£12,446.01	£246.45	£18,429.38	£6,054.39	£10,727.57	£16,160.16	£192,479.53	£16,039.96
Door Entry	£12,573.43	£18,633.70	£14,698.64	£8,846.14	£13,992.56	£14,760.97	£12,154.53	£12,623.14	£15,637.20	£24,006.27	£12,045.41	£11,517.20	£171,489.19	£14,290.77
Plastering	£7,748.27	£33,668.61	£1,349.61	£16,522.23	£80.98	£21,294.83	£18,766.37	£1,413.60	£16,884.27	£1,389.52	£99.00	£39,332.37	£158,549.66	£13,212.47
Roofing	£2,435.62	£2,622.17	£24,510.05	£17,244.50	£3,834.88	£10,893.48	£21,396.68	£10,165.21	£22,118.61	£6,456.21	£16,760.20	£15,115.17	£153,552.78	£12,796.07
Lifts	£20,894.27	£13,824.98	£10,926.55	£11,335.49	£7,337.50	£6,248.98	£3,667.69	£8,967.50	£18,217.91	£8,633.87	£6,802.22	£10,150.00	£127,006.96	£10,583.91
Electrical	£12,158.13	£8,742.21	£8,990.25	£6,426.07	£6,843.45	£14,502.20	£6,782.14	£8,027.67	£20,707.13	£6,344.49	£12,352.96	£13,517.56	£125,394.26	£10,449.52
Bricklaying	£709.05	£5,271.53	£1,015.98	£3,410.63	£5,527.69	£28,653.87	£10,709.29	£5,334.62	£10,437.30	£5,858.02	£18,446.75	£15,705.25	£111,079.98	£9,256.67
Drainage	£3,493.50	£4,846.97	£11,915.00	£197.44	£9,794.47	£5,530.00	£11,609.70	£8,037.08	£5,745.00	£14,092.00	£4,830.00	£6,705.00	£86,796.16	£7,233.01
Flooring	£9,718.48	£9,811.35	£2,304.00	£0.00	£0.00	£12,126.52	£5,603.82	£564.84	£9,600.67	£8,552.73	£0.00	£27,576.53	£85,858.94	£7,154.91
Carpentry	£5,641.23	£2,404.79	£1,501.10	£927.97	£2,205.91	£11,723.01	£12,102.52	£11,545.58	£6,061.48	£6,466.68	£4,805.92	£20,425.80	£85,811.99	£7,151.00
Asbestos	£7.28	£3,791.42	£1,381.69	£1,679.50	£0.00	£7,813.58	£289.45	£0.00	£7,443.26	£2,966.10	£642.94	£14,710.23	£40,725.45	£3,393.79
Screening	£1,963.60	£1,078.57	£1,049.81	£1,092.71	£0.00	£6,556.13	£335.65	£3,884.94	£3,324.84	£3,538.93	£0.00	£2,637.86	£25,463.04	£2,121.92
Glazing	£0.00	£740.18	£0.00	£375.47	£166.77	£757.22	£954.40	£1,131.63	£573.69	£0.00	£0.00	£1,435.82	£6,135.18	£511.27

Appendix A



Appendix A

Confirmation on if tenants are allowed to carry out repair works themselves:

Tenants are permitted to complete repairs to the properties themselves if they have the facility to do so, but they have the right to get repairs done by the Council. Tenants are not permitted to remove walls or take out any part of their home without the councils written permission. If they do this without permission, they may be asked to have the property returned to its original state at a cost to the tenant. Tenants are responsible for maintaining their own equipment/fittings/ appliances and any improvement that has not been carried out via the Responsive Repairs Unit.

Workforce:

Predominately RRU complete works via the in-house workforce of skilled operatives. Certain specialist works are subcontracted to framework contractors and raised periodically to cover legislative works. These are for example Legionella testing, dry riser inspections and commercial heating installation servicing. Specialist repairs such as door entry system, CCTV Installation repairs and passenger lift repairs are also subcontracted. Where possible, all other repairs are carried out by the in-house team. If there is not enough capacity to complete a job in house, jobs will be raised to external contractors. Decisions around this are made by the senior management team and are done so as a last resort.

Planned Maintenance works are carried out entirely by external contractors. As part of each scheme of work, a full procurement process is completed to ensure that the contract is awarded to the most suitable and competitively priced company.

The Housing Online-My Repairs project:

Work is taking place within RRU to improve its services and the access for tenants to report repairs. The Housing Online-My Repairs project will allow the Tenant the ability to remotely report, view and book repairs through a self-service system via mobile, PC, Laptop or Council HUB. This will enable the tenant to report a repair 24/7 – 365 days a year and to book their own appointments to suit. It also allows them to access the repair history on their tenancy, track the status of a repair and view information that may be of value to the tenant in regard to the repair being completed i.e. supplier issues. My Repairs allows accessibility and transparency to all tenants within Cardiff creating a better Repairs Service. It is intended that this new channel will be implemented in Spring-2023.

Appendix A

Covid-19 Impact:

During the recent pandemic service delivery has been very challenging. During the first lockdown between March and June 2020, RRU were only able to carry out emergency works to properties. Moving onto the firebreak between October and November 2020, only emergency and urgent works were being provided during this time. Again, during the lockdown from Dec 2020 to Feb 2021 only emergency, urgent and any external works were being completed.

Although during these times tenants were very understanding of the predicament, routine work requirements were still building up. RRU had to ensure that COVID policies and procedures were followed and could not carry out this non-essential work. Over the duration of the pandemic there were staffing issues due to sickness and tenants isolating and unable to allow access to their properties creating a further challenge to getting work completed. The pandemic left many people in fear of letting people into their homes meaning many operatives were refused access to properties on the basis of tenants being concerned about the transmission of Covid 19.

Every effort is made to ensure jobs can be completed:

- Text confirmation at the point the visit is booked into a timeslot.
- Reminder sent day before for Urgent and Routine repairs
- Text sent when operative is on their way.
- Text confirmation if the work has had to be rescheduled for another day.

Even with all these measures in place, RRU have had a high level of refusal of access, which risen in the pandemic.

Steps to Resolve:

As mentioned above, a combination of all these issues has meant that a significant backlog of work that has developed and RRU are taking action to resolve this:

Task Force Group

A Task Force group of those in strategic roles has been put together and weekly meetings are taking place. Those attending are Assistant Direct Housing, OM Housing Services, Responsive Repairs Manager, District Managers, Scheduling Manager as well as the Project Manager for the Frameworks.

The Task Force group have reviewed the work outstanding by type and if the work is with the in-house team or contractors. The backlog has been data cleansed to ensure any duplicates have been cancelled and discussions have taken place with the contractors regarding their capacity. The contractors have agreed to assist with the back log and take on additional jobs. These are now ready to raise and will be passed to the contractors for completion imminently.

Appendix A

The Task Force group also monitor the complaints and enquiries received, and with this in mind a specialised escalation process for these has been developed. There is an experienced team member who will investigate, check, raise jobs where necessary, respond to enquirer and ensure the work and response is followed up until completion. This is so internal Senior Management can be assured any repairs enquiries are being dealt with promptly.

As the work has been broken down into work types, the contractors will also receive the work which is classified as a follow on. This means that the work required has already been inspected by RRU and seen in most cases by one of the operatives or Technical Managers. This will make the task of completing these works easier for contractors as there is a clear breakdown of what needs to be done.

There will be close working arrangements with the contractors whilst dealing with the backlog so progress can be monitored closely and discussed if required.

Additional resources

Additional resources have been created within the Responsive Repairs Unit. During the review of the work, it was evident that some of the repairs which tenants raise do not require a fully skilled operative to complete the task e.g. letter box replacement, window handle replacement and unblock sink. Therefore, recruitment has taken place for Maintenance Persons who can carry out general repairs enabling our skilled workforce to be assigned to the more difficult works.

The 2nd generation Building Maintenance Framework commenced in January 2022 and as mentioned above there are now 2 contractors on hand to assist with the in-house capacity issues. An additional framework is also being created to procure a pool of small contractors to assist with these types of work. This will mean that RRU will have several contractors both large and small to call upon when required.

All these measures in place will mean that the backlog will be dealt with as quickly as possible.

Appendix A

RRU Customer Satisfaction

In the last calendar year, a total of 61 customer satisfaction surveys were completed on behalf of the Responsive Repairs Unit. The results of this survey showed that 93% of tenants were satisfied with the service they received. In the last month and shown below, 95% of customers were satisfied overall. These surveys are related to a specific job where the tenant has had work completed and their level of satisfaction surrounding that.



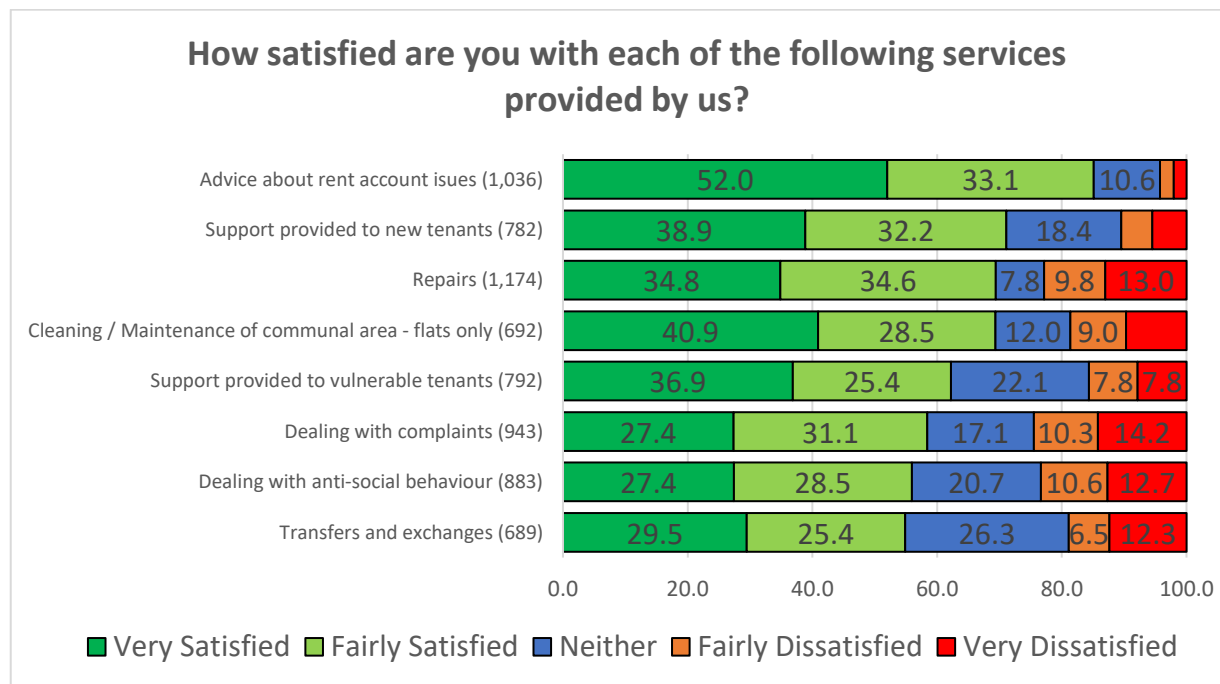
Appendix A

Results from Tenants Satisfaction Survey 2021

Below are the results for questions in the 2021 Tenants Satisfaction Survey, which relate to the Council's repairs system. Different to the above, this survey relates to the tenant's level of general satisfaction in relation to their home and the services provided to them.

1. How satisfied are you with each of the following services provided by us?

Tenants were most satisfied with advice on rent account issues (85.1%), with 52.0% being very satisfied. This was followed by support provided to new tenants (71.1%), repairs (69.4%) and cleaning / maintenance of communal area – flats only (69.4%).

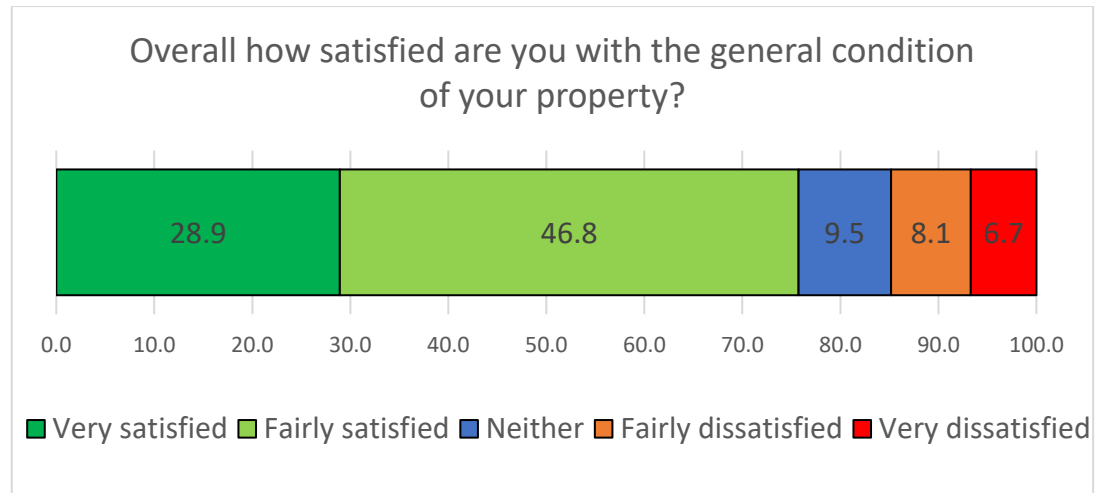


NB. Percentages do not total 100% as respondents' comments could fall under more than 1 theme

Appendix A

2. Overall how satisfied are you with the general condition of your property?

Three in four (75.7%) respondents were satisfied with the general condition of their property, this included 28.9% that were very satisfied.



3. Does your property meet your needs?

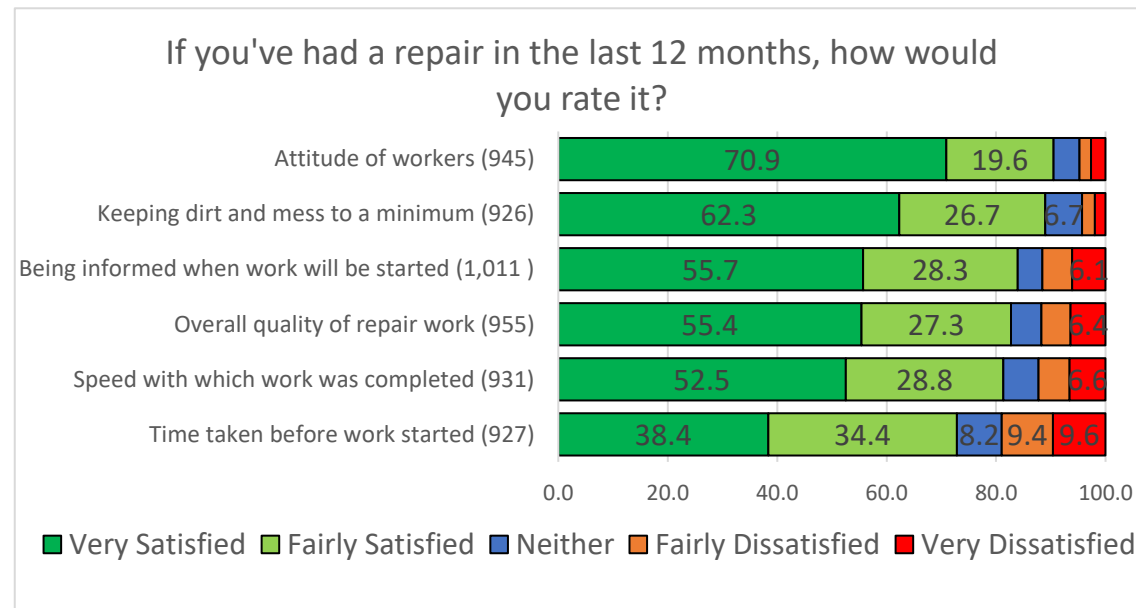
Around four in five (81.4%) respondents claimed they were happy that their property meets their needs.

	No.	%
Yes	1,011	81.4
No	231	18.6
Total	1,242	100.0

Appendix A

4. If you've had a repair in the last 12 months, how would you rate it?

The figures below show that over seven in ten respondents were either very or fairly satisfied with each aspect of the repairs process. Satisfaction levels were highest regarding the attitude of workers with 90.5% of respondents highlighting this, this included 70.9% who were very satisfied. This was followed by keeping dirt and mess to a minimum (89.0%) and being informed when work will be started (84.0%). This question relates to a tenant that has had a repair completed in the last 12 months, which is why the result differs from the repairs service result in question 1.



Appendix A

5. Generally how satisfied are you with the way we deal with repairs and maintenance?

Three in four (74.7%) respondents were satisfied with the way their repairs and maintenance are dealt with, this included 38.6% who were very satisfied.

	No.	%
Very satisfied	470	38.6
Fairly satisfied	439	36.1
Neither	113	9.3
Fairly dissatisfied	101	8.3
Very dissatisfied	94	7.7
Total Respondents	1,217	100.0

6. How satisfied or dissatisfied are you that we listen to your views and act upon them?

Almost two thirds (65.6%) of respondents were satisfied that we listen to their views and act upon them, this included 25.1% who were very satisfied. In contrast just over one in six (15.4%) were dissatisfied.

