## Housing Scrutiny Standing Panel, 7 Aug 2012









#### Introductions

- Paul Pledger Assistant Director of Housing (Property), Epping Forest District Council
- Mike Gammack Housing Repairs Manager
  - Tel 01992 564065
  - Mob 07739 306634







## Understanding performance

- Productivity of operatives
- Assessing process waste
- Reducing the paper mountain
- Reduction in avoidable contact
- Real time information
- Reduction in administration
- Reduction in aborted jobs (no access)
- Reduction in fuel consumption







## Key deliverables

- Implementation of efficient IT System
- Appointment based service
- Mobile handheld technology
- Review pricing model
- Supply chain review







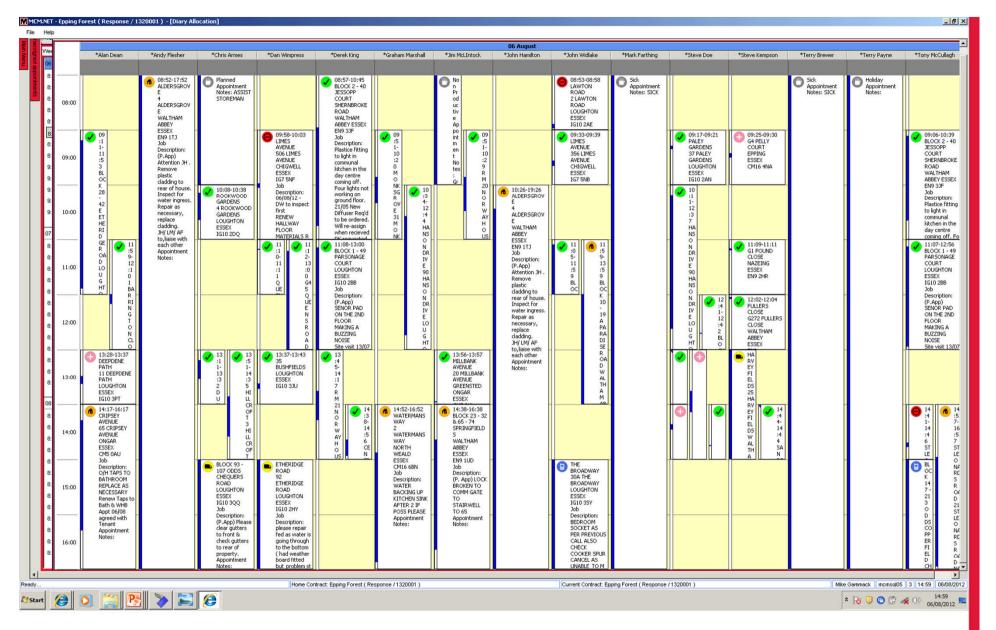
# IT, appointments and mobile working

- Mears Contract Monitoring software
- Mobile working, real time information
- Drive to appointments for everything
- 164% increase in appointments made
- Appointment slots
  - AM
  - School run
  - PM















## SMS Text messaging

- Appointment reminder
- Estimated time of arrival
- No access, please call to re-arrange
- Your work has been completed
- I THANK MARK FARTHING FOR HIS REPAIR WORK VERY PLEASED WITH THE TOILET FLUSH NOW FROM MR P ANTHONY, 12<sup>th</sup> January 2012





#### Photographic evidence









### Performance Q1 2012 (April – June)

- Quarter 1
- Emergency 100% (99%)
- Urgent 99%
  (90%)
- Routine 99%
  (94%)
- Voids 21.05 days
  (29.43)
- Urgent average days to complete
- Routine average days to complete



1.65 days 5.27days

2011/12 outturn



### Added performance benefit

- Reduced no access by 70%
- Increase in average jobs completed by operative (1.9 to 4 per day)
- Customer satisfaction 99.88%
- Reduction in avoidable contact
- Operative performance reporting
- PDA tenant satisfaction data







## Going forward

- Ability to add key deliverables
- Pricing matrix in place
- New technology options
- Electrical testing certificates
- Out of hours reporting
- Training options
- Repairs Advisory Group







#### Back to the future



SKILLED WORKMEN, WITH MODERN VEHICLES are employed by the Council to deal with the repair and maintenance of Council houses - but please call upon their services only when really necessary.





