



## The Gateshead Housing Company Asset Management Committee

Thursday 26 November 2009 at 9am  
Board Room 2, The Gateshead Housing Company, Keelman  
House, Fifth Avenue Business Park, Fifth Avenue, Team Valley  
Trading Estate, Gateshead NE11 0XA

### *Agenda*

Item	Business
1.	<b>Apologies for Absence</b>  <b><u>ITEMS FOR DECISION</u></b>
2.	<b>Confirmation of Chair and Appointment of Deputy Chair</b>  <b><u>ITEMS FOR INFORMATION</u></b>
3.	<b>Terms of Reference (Pages 3-5)</b> Report of Chief Executive
4.	<b>Capital Budget Monitoring (Pages 6-9)</b> Report of Acting Director of Property and Technical Services
5.	<b>Capital Programme</b> Presentation by Director of Finance
6.	<b>Additional Window Replacement Programme (Pages 10-15)</b> Report of Acting Director of Property and Technical Services

Contact: Stuart Gibson Tel: (0191) 433 5308 Date: 20 November 2009

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Item	Business
7.	<b>Responsive Repair Performance Indicator Definitions (Pages 16-29)</b> Report of Director of Finance
8.	<b>Items for Future Agendas</b>
9.	<b>Date and Time of Future Meetings</b>



## Report to Asset Management Committee

26 November 2009

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**Title:** Terms of Reference

**Report of:** Chief Executive

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### **Purpose of Report**

1. To note the terms of reference of the Asset Management Committee.

### **Background**

2. The Board agreed, at its meeting on 24 September 2009, the establishment of three committees based on the three broad business areas meeting on a quarterly basis.
  - Customers and Communities
  - Asset Management
  - Resources and Audit
3. The Board also approved the terms of reference of the three committees at that meeting. The terms of reference for this committee are attached at the Appendix to these minutes.

### **Link to values**

4. This report relates to the company value of being positive and responsive.

### **Impact on tenants**

5. Improved committee reporting arrangements will enhance and support service delivery that tenants receive.

### **Risk Management Implications**

6. Aligning the work of the board with the company objectives can help to manage strategic risks more effectively.

### **Financial Implications**

7. There are no financial implications arising from this report.

### **Equalities and Diversity Implications**

8. The timing and format of meetings will aim to ensure that all Directors can contribute effectively.

### **Value for Money implications**

9. There are no value for money implications arising from this report.

### **Consultation carried out**

10. No consultation has been carried out for the preparation of this report.

### **Recommendation**

11. The committee is asked to note its terms of reference.



# The Gateshead Housing Company

## Working with Gateshead Council

### TERMS OF REFERENCE OF ASSET MANAGEMENT COMMITTEE

**Areas to consider:** *decent homes/future improvement programmes, void property management, responsive and planned repairs policies and performance, new build, sustainability and energy efficiency.*

**Approval required by the Board following review by the committee**

- Any key policy decisions

**Matters delegated to the committee for decision**

- To provide a single overarching co-ordination framework to monitor and develop the “Asset Management” functions.
- To monitor the performance of the “Asset Management” functions against their key performance indicators and report as required to the Board.
- To take a strategic view of the problems and opportunities associated with “Asset Management” functions.
- To monitor compliance with the environmental, health and safety, quality and community safety requirements of the Company's Partners and report to the Board as necessary.
- To monitor continuous performance improvement in respect of the works and the key performance indicators of the partners and the “Asset” functions.
- To monitor compliance with the partnership contracts and the partnering agreements.



## Report to Asset Management Committee

26 November 2009

**Title:** Capital Budget Monitoring

**Report of:** Acting Director of Property and Technical Services

### Purpose of Report

1. To update the committee on capital expenditure against the budget for 2009/10

### Background

2. The Board was advised of the capital resources to be provided by the Council at the meeting on 12 March 2009. £7.5 Million MRA and £8.5 Million ALMO funding was subsequently brought forward from 2010/11 at the request of the Homes and Communities Agency.

### Summary

3. A budget monitoring statement for the second quarter of the financial year is attached at Appendix 1.
4. An analysis of the Decent Homes portion of the capital budget is provided at Appendix 2 broken down by strategic partner.

### Link to values

5. This report relates to the values of
  - being honest, accountable and transparent – *delivering excellent services with integrity;*
  - being positive and responsive – *constantly striving to achieve excellence;*
  - being a listening and learning organisation – *staying in touch with what customers want.*

### Impact on tenants

6. 6,222 tenants will benefit from having the decent homes work carried out to their homes. In addition to this, more tenants will benefit from the work funded through prudential borrowing.

### **Risk Management Implications**

7. There are no risk management implications of the report.

### **Financial Implications**

8. The financial implications are detailed in the report.

### **Equality and Diversity Implications**

9. There are no Equality and Diversity implications associated with this report.

### **Value for Money implications**

10. The capital works programme is delivered mainly through the long term partnering arrangements with LES, FHM and MFS. These partnering arrangements have provided Value for Money in terms of a 2% efficiency saving on the ALMO funding.
11. In addition this, further potential efficiencies have been identified through the Value Based Solutions exercise.

### **Consultation carried out**

12. No consultation has been carried out for the preparation of this report.

### **Recommendations**

13. The views of the committee are sought on: -
  - Whether the committee is satisfied with progress against the decent homes programme to date.
  - Whether the committee is satisfied with the impact on customers to date.

**Appendix 1**

**The Gateshead Housing Company - Capital Programme Monitoring 2009/10 - Quarter 2**

<b>Scheme heading</b>	<b>Budget £'000</b>	<b>Actual (Qtr 2) £'000</b>
Decent Homes	52,570	24,250
Decent Homes Sustainability	1,925	812
Revenue Support	5,000	2,412
One off central heating replacement	1,450	1,317
Lifts	320	79
Asbestos survey/removal	-	113
Warden Call	200	-
Security & Environmentals	150	44
Sheltered Communal Area refurbishment	200	6
Multi-storey refurbishment	263	147
One off structural repairs	250	-
Demolitions	100	20
Preparation of future schemes	200	160
Prudential Borrowing	20,948	1,976
	<b>83,576</b>	<b>31,336</b>

<b>Decent Homes Monitoring</b>								<b>Appendix 2</b>
<b>2009/10 Quarter 2</b>								
<b>Contractor</b>	<b>Budget</b>		<b>Spend to date</b>		<b>Properties</b>			
					<b>Properties in Schemes</b>	<b>Complete</b>	<b>Part Complete</b>	
<b>FHM</b>	<b>22,226,363</b>		<b>12,269</b>		<b>3,083</b>	<b>813</b>		<b>137</b>
<b>LES</b>	<b>19,081,310</b>		<b>4,642</b>		<b>1,890</b>	<b>658</b>		<b>209</b>
<b>Morrison</b>	<b>11,262,327</b>		<b>7,339</b>		<b>1,249</b>	<b>470</b>		<b>142</b>
<b>TOTAL</b>	<b>52,570,000</b>		<b>24,250</b>		<b>6,222</b>	<b>1,941</b>		<b>488</b>



## Report to The Asset Management Committee

26 November 2009

**Title:** Additional Window Replacement Programme

**Report of:** Acting Director of Property and Technical Services.

### Purpose of Report

1. To advise the committee of the outcome of the Council's Cabinet Report 'Window Replacement Scheme'.

### Background

2. In order for a property to require new windows as part of the decent homes programme they need to be over 40 years old and in poor condition. Our customers however have indicated that they do not consider windows to be decent unless they are double glazed. There has been an increase in the number of petitions received from customers requesting window replacement.
3. The current economic conditions have enabled Value Based Solutions a consultant appointed by The Gateshead Housing Company to negotiate very competitive rates for window replacements. In order to take maximum advantage of these rates, we considered it prudent to invest now to save in the future.
4. The report to Cabinet on 17 November 2009 recommended that prudential borrowing be used to fund window replacements. A copy of the report is attached at the Appendix to this report.

### Summary

5. The company has identified the funding required to replace the windows that meet the decent homes standard in sustainable Council homes.
6. Now that the funding has been provided by the Council via Prudential Borrowing we can prepare a programme for window replacement.
7. It is proposed to install windows concurrently with the decent homes improvement works. The company will produce a programme for window replacement in those properties that did not receive windows as part of their improvement works.

8. We will consult with our customers to establish which properties will receive priority to enable us to develop the programme of replacement.

### **Links to Values**

9. This report assists the company working within our corporate values framework by:-
  - Being a listening and learning organisation
  - Being customer focused, innovative and professional
  - Caring and respecting.

### **Impact on Tenants**

10. There will be improved security to customers' homes and improved thermal efficiency which will reduce heating bills and fuel poverty.

### **Risk Management Implications**

11. The window replacement scheme will be managed within the existing contractual arrangements.

### **Financial Implications**

12. The Director of Finance confirms that budget provision exists within the prudential borrowing programme.

### **Value for Money Implications**

13. Installing windows now rather than in the future will generate value for money efficiencies of around £13 million.

### **Equality and Diversity Implications**

14. The report takes into account the specific needs of older people who suffer from cold related illness, and those with mobility difficulties.

### **Consultation Carried Out**

15. Consultation has been carried out by the Council and the Company with Ward Members and the relevant Portfolio Holders.
16. Further Consultation with tenants will be carried out to develop the installation programme.

### **Recommendations**

17. The views of the committee are sought on:-
  - note the content of the report;
  - note the content of the Council's Cabinet report.

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Contact: Paul Proud, Acting Director of Prop & Tech Services Tel No: (0191) 433 5302

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**TITLE OF REPORT:** Window Replacement Scheme

**REPORT OF:** Margaret Whellans, Group Director,  
Community Based Services

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### **Purpose of the Report**

1. To seek Cabinet approval to replace windows in sustainable Council owned homes that would not have benefitted from window replacement under the current Decent Homes Standard.

### **Background**

2. The Council through The Gateshead Housing Company (TGHC) has carried out 'Decent Homes' improvement work to over 10,000 properties up to April 2009 with around 80% of these homes benefitting from window replacement. The windows in the remaining 20% of the properties were retained as they are less than 40 years old and not in poor condition and therefore meet the Decent Homes Standard.
3. The Housing Revenue Account (HRA) 2009/10 report agreed by Council on 22<sup>nd</sup> January 2009 highlighted the use of significant prudential borrowing to support additional investment in the Council's housing stock. A schedule of works to the value of £48m over the period from 2008/09 to 2011/12 has been formulated and is subject to approval by Council as part of the annual capital programme each year.
4. Previously the estimated cost of replacing additional windows was considered prohibitive at £22 million. However, current economic conditions have enabled TGHC to negotiate reduced rates with the window manufacturers who carry out the window replacements to the council's stock.
5. Replacing all existing windows provides the opportunity to meet Tenants aspirations and to reduce future maintenance and capital cost of window repair and replacement.

### **Proposal**

6. It is proposed to reprioritise the existing HRA prudential borrowing schedule to fund the replacement of existing windows in sustainable Council homes that would previously not have benefitted through the Decent Homes Programme.

### **Recommendations**

8. It is recommended that Cabinet agrees:
  - (i) The reprioritisation of HRA schemes funded through prudential borrowing to allow the replacement of existing windows in sustainable Council homes that

would previously not have benefited through the Decent Homes Programme.

For the following reason:

To improve Council homes and meet the aspirations of tenants.

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**CONTACT:** Michael Brown extension 2621

**PLAN REF:**

## APPENDIX 1

### Policy Context

1. The Proposals are consistent with Vision 2030, the Sustainable Community Strategy for Gateshead and in particular support the 'Sustainable Gateshead' Big Idea. The proposals also support the achievement of the Council's Corporate Plan, Corporate Priority 6, Ensuring a Sustainable Gateshead. It is also consistent with the Council's Housing Strategy 2007-2012 and TGHC Business Plan 2008-2013.

### Background

2. Ongoing dialogue with tenants has indicated that replacing windows is a clear priority as it reduces draughts, improves thermal efficiency and increases security.
3. As TGHC have been able to re-negotiate the cost of replacing windows with their current suppliers the opportunity has arisen to use prudential borrowing to replace windows that would not have been replaced through the Decent Homes Programme.
4. It would be possible to carry out the window replacement as part of this year's Decent Homes Programme. Homes that previously did not receive windows as part of their decent homes package would receive windows next financial year. With the remaining properties receiving new windows as part of the Decent Homes Programme in 2010 and 2011.
5. Replacing these windows will mean that the current 5 yearly maintenance programme would no longer be required. This would generate an annual revenue saving of £400,000.

### Consultation

9. Tenants and the Cabinet Member for Housing have been consulted on this proposal.

### Alternative Options

10. The prudential borrowing could be used to fund other housing improvements but this would not be in-line with the priorities of tenants.

### Implications of Recommended Option

11. **Financial Implications** – The Strategic Director, Finance and ICT confirms the financial implications are as follows: -

The cost of the proposal is £9.3m, which will be funded through prudential borrowing as agreed by Council as part of the 2009/10 – 2011/12 Capital Programme. This will be achieved by a reprioritisation of the existing schemes in that programme.

The revenue implications to the HRA are estimated to be £512,000. This is in respect of the annual cost of borrowing and will be met from the existing balance on the HRA.

These costs will be offset by an annual revenue saving of approximately £400,000 in respect of annual maintenance.

12. **Risk Management Implication** – The window replacement scheme will be managed within the existing contractual arrangements.
13. **Human Resources Implications** – There are no human resource implications as a result of this report.
14. **Equality and Diversity Implications** – There are no equality and diversity implications as a result of this report.
15. **Crime and Disorder Implications** – New windows will improve the security of council homes.
16. **Health Implications** – New windows will reduce draughts and improve energy efficiency, which could have positive impacts for tenant's health.
17. **Sustainability Implications** – New windows will improve the SAP rating of Council homes.
18. **Human Rights Implications** – There are no human rights implications.
19. **Area and Ward Implications** – All wards and areas will benefit from this work.

#### **Background Information**

20. The main background documents are:
  - Report to Cabinet - HRA 2009/10 – 13 January 2009
  - Report to Cabinet – Capital Programme 2009/10-2011/12 – 23 February 2009



## Report to Asset Management Committee

26 November 2009

**Title:** Responsive Repair Performance Indicator Definitions

**Report of:** Director of Finance

### Purpose of Report

1. To clarify for committee the performance indicator definitions used to monitor responsive repairs performance.

### Background

2. At the Board Meeting on the 12 November 2009, it was agreed to provide a report to committee clarifying our responsive repair performance indicator definitions.

### Performance Indicators

3. Responsive repair performance is monitored using the following performance indicators: -
  - G25 - % of repair appointments made and kept.
  - M10 - % of emergency repairs completed within timescale.
  - M11 - % of urgent repairs completed within timescale.
  - M12 - % of routine repairs completed within timescale.
  - CPA H4 - Urgent repairs completed within Government timescale (right to repair regulations).
  - CPA H5 - Average days to complete non-urgent repairs.
  - M14 - Average end-to-end repair time.
  - M15 - of repairs completed right first time.

### Definitions

4. The definitions are used to ensure that performance is calculated in exactly the same way over time, helping to avoid any inconsistencies in relation to the reports. This is important for benchmarking purposes.
5. Some of the definitions that we use are old Best Value and Comprehensive Performance Assessment indicator definitions and some are Management Indicator definitions which we can review if we need to.

6. The definitions in relation to the above indicators are shown in the Appendix to this report which includes additional notes for committee to provide clarification where necessary.

**Link to values**

7. This report is linked to the value of being honest, accountable and transparent.

**Impact on tenants**

8. Performance of the company has an impact on the quality of services we provide to customers.

**Risk Management Implications**

9. Performance improvement is a priority for the company and we are required to report performance as part of the Management Agreement.

**Financial Implications**

10. There are no implications arising from this report.

**Equality and Diversity Implications**

11. There are no implications arising from this report. .

**Value for Money implications**

12. There are no implications arising from this report.

**Consultation carried out**

13. There was no consultation carried out relating to this report.

**Recommendation**

14. The Committee is recommended to note the performance information included in this report.

<b>18. Percentage of response repairs where appointment was made and kept</b>			
Is this data provided by the social landlord or its agent?	Yes	Is this an existing indicator?	Yes - previously BV 185 from 2003/4 and prior to that Audi Commission AC-D2 from 2000/1
Rationale	To indicate how many appointments are made and then kept, to ensure that tenants are receiving a response repairs service tailored to their needs and that their landlord both offers the service and keeps its promise to their tenant as a further indicator of customer care and reliability.		
Definition	<p>'Appointment' is an arrangement to carry out a response repair on a specific date (e.g. 'AM on March 15th' not 'only Mondays') for which access to the property was needed.</p> <p><i>Anything more than a half day appointment slot would not be considered an appointment.</i></p> <p>The indicator asks for the number of appointments made and kept by the social landlord as a percentage of all appointments that could have been made, rather than all appointments that were made.</p> <p>Appointments are not considered necessary for emergency repairs as they should be completed as soon as possible.</p> <p><i>However appointments could be made for all urgent and routine (non-urgent) responsive repairs whether inside or outside the property and for communal areas (where an appointment could be made with a caretaker, scheme manager, other member of staff or tenant who reported the repair).</i></p> <p><u>The denominator</u> The number of responsive repairs (excluding emergency repairs).</p> <p><u>The numerator</u> The number of appointments made and kept by the authority.</p> <p>If the social landlord does not operate an appointment system it should report '0' for this indicator.</p> <p>If a social landlord requires its contractor(s) (other than a DLO) to give appointments or the DLO gives appointments of its own volition, the indicator must contain the relevant percentage or it will be qualified. If the authority does not require its contractor (other than the DLO) to give appointments and the contractor(s) do all the relevant repairs then the indicator should be '0'.</p> <p>The following should be excluded:</p>		

	<ul style="list-style-type: none"> <li>• Emergency repairs, which are normally responded to within 24 hours.</li> <li>• Repairs to voids.</li> <li>• Planned/programmed/cyclical works.</li> <li>• Any visits to survey work required or to do pre or post inspection (ie, not the repair).</li> </ul> <p>Any appointment may be considered to be kept by the landlord if it is broken by the householder but kept by the landlord.</p>		
Formula	$X = \frac{N}{D} * 100$ <p>Where:</p> <p>N = The number of appointments made and kept by the landlord.</p> <p>D = The number of responsive repairs (excluding the exceptions mentioned above).</p>		
Worked example	95.88 = $\frac{489}{510} * 100$	Good performance	Good performance should translate into higher percentages.
Collection interval	Quarterly	Data source	Landlord collected statistics based on number of responsive repairs (minus exclusions) and the number of appointments made and kept.
Return format	Percentage	Decimal places	2
Reporting organisation	<i>Social Landlords or their agents</i>		
Spatial level	<i>Geographical area of operation</i>		
Further guidance	Not applicable.		

Source: Adaptation of repairs appointments 2000/2001 Audit Commission performance indicator AC-D2 and old 2003/04 BVPI 185.

#### Amendments:

This previous BVPI and AC indicator has been re-presented in the national indicator format and amended so that it applies to all social landlords and not just LAs.

It also includes a worked example where none existed before and an indication of what constitutes good performance.

The definition has been amended after the working party considered that appointments for common parts and exterior work should also be included.

Management Indicator			
<b>Indicator Ref</b>	M10		
<b>Indicator Title</b>	Percentage of emergency repairs completed within timescale.		
<b>Information Source</b>	Morrison Facilities Services		
<b>Information Contact</b>	Jerrard Winstanley		
<b>Definition</b>	The percentage of Category 1 repairs that should be completed within 24-hour timescale		
<b>Calculation</b>	A = Repairs completed within 24 hour timescale B = Repairs raised A / B = %		
<b>Targets</b>	<b>09/10</b>	<b>10/11</b>	<b>11/12</b>
	99-100%	99-100%	99-100%
<b>Purpose/Aim</b>	This indicator is to measure the efficiency of the company's strategic partners in meeting specified timescales.		

**Additional note for Committee:**

All emergency repairs must be completed within the strict 24 hour timescale.

Management Indicator			
<b>Indicator Ref</b>	M11		
<b>Indicator Title</b>	Percentage of urgent repairs completed within timescale.		
<b>Information Source</b>	Morrison Facility Services		
<b>Information Contact</b>	Jerrard Winstanley		
<b>Definition</b>	The percentage of Category 2 repairs that should be completed within a timescale of 3 working days. Time starts from when a repair is reported with the day the repair is reported counting as day '0', so that if a repair is done the day after it was reported, that counts as one day.		
	<p>Also Included within the definition are jobs where access was not possible, and the property has been carded before the target date and time have elapsed</p> <p>The definition includes repairs where an appointment is made with agreement of the customer outside of the target date</p>		
<b>Calculation</b>	A = Repairs completed within a timescale of 3 working days B = Repairs raised $A / B = \%$		
<b>Targets</b>	<b>09/10</b>	<b>10/11</b>	<b>11/12</b>
	99-100%	99-100%	99-100%
<b>Purpose/Aim</b>	This indicator is to measure the efficiency of the company's strategic partners in meeting specified timescales.		

**Additional note for Committee:**

This indicator definition allows an appointment outside the timescale to cover situations, for example if a customer was going away for a short time and would not be in the property when the workman planned to visit. In such circumstances it would be permissible to arrange an appointment outside the timescale with the agreement of the customer to complete the work.

This allowance was introduced because it was seen as providing good customer care.

Management Indicator			
<b>Indicator Ref</b>	M12		
<b>Indicator Title</b>	Percentage of routine repairs completed within timescales.		
<b>Information Source</b>	Morrison Facility Services		
<b>Information Contact</b>	Jerrard Winstanley		
<b>Definition</b>	<p>The percentage of Category 3 repairs that should be completed within a timescale of 20 working days. Time starts from when a repair is reported with the day the repair is reported counting as day '0', so that if a repair is done the day after it was reported, that counts as one day.</p> <p>Also Included within the definition are jobs where access was not possible, and the property has been carded before the target date and time have elapsed</p> <p>The definition includes repairs where an appointment is made with agreement of the customer outside of the target date</p>		
<b>Calculation</b>	<p>A = Repairs completed within a timescale of 20 working days            B = Repairs raised  <math>A / B = \%</math></p>		
<b>Targets</b>	<b>09/10</b>	<b>10/11</b>	<b>11/12</b>
	99-100%	99-100%	99-100%
<b>Purpose/Aim</b>	This indicator is to measure the efficiency of the company's strategic partners in meeting specified timescales.		

**Additional note for Committee:**

This performance indicator is very similar to M11 and includes the ability to make one appointment to complete the work outside the timescale with the agreement of the customer.

<b>REF. NO:</b>	<i>CPA PI H4 (BV 72)</i>	<b>Target: Local</b>
<b>TITLE:</b>	<b>The percentage of urgent repairs completed within government time limits</b>	
<b>POLICY PRIORITY AREA:</b>	<b>Good Quality Housing</b>	
<b>ACTIVITY AREA:</b>	<b>Building Repair , Maintenance, Refurbishment and Alteration</b>	
<b>TYPE OF INDICATOR:</b>	<b>Best Value</b>	
<b>CMT Member:</b>	<b>Paul Proud</b>	
<b>CONTACT OFFICER:</b>	<b>Paul Marshall</b>	
<b>DEFINITION:</b>		
The total number of urgent repairs (as defined in the Right to Repair Regulations) completed within the prescribed time limit expressed as a percentage of all urgent repairs requested.		
Repairs classed as urgent and their Government time limits are set out in the table below taken from the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994		
<b>Defect</b>	<b>Prescribed period (in working days)</b>	
Total loss of electric power	1	
Partial loss of electric power	3	
Unsafe power or lighting socket, electrical fitting	1	
Total loss of water supply	1	
Partial loss of water supply	3	
Total or partial loss of gas supply	1	
Blocked flue to open fire or boiler	1	
Total or partial loss of space or water heating between 31 <sup>st</sup> Oct and 1 <sup>st</sup> May	3	
Total or partial loss of space or water heating between 30 <sup>th</sup> April and 1 <sup>st</sup> Nov	1	
Blocked or leaking foul drain, soil stack or (where there is no other working toilet in the dwelling house) toilet pan	1	
Toilet not flushing (where there is no other working toilet in the house)	3	
Blocked sink, bath or basin	1	
Tap which cannot be turned	4 7	
Leaking from water or heating pipe, tank or cistern	1	
Leaking roof	3	
Insecure external window, door or lock	3	
Loose or detached banister or hand rail	7	
Rotten timber flooring or stair tread	7	
Door entryphone not working		
Mechanical extractor fan internal kitchen or bathroom not working		
£250 upper limit applies		

**Additional note for Committee:**

The Right to Repair Regulations 1994 cover small urgent repairs costing up to £250 which if not carried out within the prescribed period could affect the health, safety or

security of the tenant.

This indicator only includes the specific repairs that would qualify under the regulations unlike our Management Indicator M11 which includes all urgent repairs.

<b>REF. NO:</b>	<b>CPA PI H5 (BV 73)</b>		<b>Target: Local</b>
<b>TITLE:</b>	<b>The average time taken to complete non-urgent responsive repairs</b>		
<b>POLICY PRIORITY AREA:</b>	<b>Good Quality Housing</b>		
<b>ACTIVITY AREA:</b>	<b>Building Repair, Maintenance, Refurbishment and Alteration</b>		
<b>TYPE OF INDICATOR:</b>	<b>Best Value</b>		
<b>CMT Member:</b>	<b>Paul Proud</b>		
<b>CONTACT OFFICER:</b>	<b>Paul Marshall</b>		
<b>DEFINITION:</b> For non-urgent responsive repairs completed , the average number of (calendar) days between the non-urgent responsive repair being requested and its satisfactory completion (where non-urgent repairs are those excluded from the right to repair regulations)			
<b>CALCULATION:</b>			
<b>ESTIMATES: (what other figures have been taken into consideration when calculating the estimate)</b>			
<b>METHOD OF COLLECTION AND INFORMATION SOURCES:</b>			
<b>TARGETS:</b>			
<b>COMMENTS:</b>			
<b>Officer collating data:</b>		Head of Service:	
Name:		Contact Number:	
Contact Number:		Signature	
Signature:		Date:	
Date:			

**Additional note for Committee:**

This indicator measures the average number of calendar days to complete non-urgent responsive repairs. Non – urgent repairs are classified as repairs that do not come under the Right to Repair Regulations 1994 (see H4 above).

<b>M14. Average End to End Repairs Time</b>			
Is this data provided by the social landlord or its agent?	Yes	Is this an existing indicator?	No – but we can draw on the current BPSA Section E and previous BVPI 73 relating to average time taken to complete non-urgent repairs
Rationale	This performance indicator would help landlords to understand how quickly different categories of repairs are being completed and allow customers to see if they are receiving a quick service in comparison to others.		
Definition	<p>Average time taken to complete all repairs (calendar days or part of calendar days) broken down by category of repair.</p> <p>This is defined as the average number of (calendar) days between the responsive repair being requested and its satisfactory completion including the day of request and the day of completion.</p> <p>Ultimately the date of a satisfactory completion is decided by the landlord or its agent.</p> <p>The category of repairs would be in accordance with the Right to Repair Regulations for Emergency Repairs and Urgent Repairs, with all other repairs classified as routine (non-urgent). See PI 13.</p>		
Formula	<p><math>Y/Z = X</math> where:</p> <p>Y = Number of days taken to complete repairs in period</p> <p>Z – number of repairs completed in period</p> <p>X = average number of days per repair</p> <p>In addition to the overall calculation, a separate calculation would need to be done for each category of repair: Emergency; Urgent; and Routine (Non-Urgent).</p>		

Worked example	Where there were 100 emergency repairs, which in total took 40 days to complete (bearing in mind some landlords expect emergencies to be completed within a matter of hours rather than within 24 hours), the average response time would be 0.4 calendar days.  $40/100 = 0.4$ Similar calculations would be needed for urgent and routine (non-urgent) repairs and for the overall number of repairs.	Good performance	The lower the number of days or hours (in some emergency cases), the better the performance.
Collection interval	Quarterly?	Data source	Landlord's repairs performance monitoring systems.
Return format	Calendar days	Decimal places	2
Reporting organisation	Social Landlords or their agents		
Spatial level	Geographical area of operation		
Further guidance	Not applicable		

**Additional note for Committee:**

This is a new performance indicator that was introduced this year following discussions with HouseMark so this year will be a 'benchmark' year for the indicator.

<b>M15. Percentage of repairs completed right first time</b>			
Is this data provided by the social landlord or its agent?	Yes	Is this an existing indicator?	No - but is referred to in housing inspections - no definition from CLG, HC or AC currently known of.
Rationale	This performance indicator would help landlords to understand how efficiently and effectively they are diagnosing repair problems and planning for their rectification; and allow customers to see if they are receiving an efficient and effective "right first time" service in comparison to others.		

Definition	<p>The percentage of repairs which are completed right first time.</p> <p>This is defined as the total number of responsive repairs being completed right first time divided by the total number of responsive repairs being completed multiplied by 100.</p> <p>“Right” is normally defined as completed to the satisfaction of the social tenant.</p> <p>Where there is a dispute between the tenant and the landlord, or its agent, on whether a repair has been completed satisfactorily, this should be referred to an independent arbitrator, whose decision should be final.</p> <p>“First Time” is defined as completed by the repairs operative without the need to return a further time because the repair was inaccurately diagnosed and / or the operative did not have the right training, tools or components to fix the problem.</p> <p>Where the job requires multiple trades who may follow on from each other, then the work would still be considered completed “right first time” unless the customer had to call the repairs operative back because the repair had not been completed correctly and required a rectification visit.</p> <p>Where the tenant has failed to give access, this will not be counted as a first visit.</p> <p>Pre-inspections are excluded from this performance indicator.</p>		
Formula	<p><math>(Y/Z) * 100 = X</math> where:</p> <p>Y = Number of repairs completed first time in period</p> <p>Z = number of repairs completed in period</p> <p>X = percentage completed right first time</p>		
Worked example	<p>Where there were 40 repairs completed right first time out of a total 100 repairs completed in the period, the percentage of repairs completed right first time would be 40%.</p> <p><math>(40/100) * 100 = 40.00\%</math></p>	Good performance	The higher the percentage, the better the performance.
Collection interval	Quarterly	Data source	Landlord’s repairs performance monitoring systems.

Return format	Percentage	Decimal places	2
Reporting organisation	Social Landlords or their agents		
Spatial level	Geographical area of operation		
Further guidance	Not applicable		

**Additional note for Committee:**

This is a new performance indicator that was introduced this year following discussions with HouseMark so this year will be a 'benchmark' year for the indicator.