

REPORT TO: HOUSING, DUNDEE CONTRACT SERVICES AND ENVIRONMENT SERVICES COMMITTEE - 1 JULY 2009

REPORT ON: REVIEW OF HOUSING REPAIRS PARTNERSHIP AGREEMENT

REPORT BY: DIRECTOR OF HOUSING AND DIRECTOR OF DUNDEE CONTRACT SERVICES

REPORT NO.: 312-2009

1. PURPOSE OF REPORT

1.1. To report on the review of Repairs Partnership Agreement 2004-2009, which was extended by three months by Committee on 23rd March 2009.

2. RECOMMENDATIONS

2.1. Committee notes the success of the Housing Repairs Service Partnership in delivering Value for Money and high levels of user satisfaction over the period of the current Agreement.

2.2. Committee approves the extension of the Agreement for the period 2009/2014.

3. FINANCIAL IMPLICATIONS

3.1. Costs associated with this report will be met from existing Housing Revenue Account resources.

4. MAIN TEXT

4.1. Prior to the Repairs Partnership commencing in 2004 the Repairs Service was delivered via a Schedule of Rates which was tendered under the Compulsory Competitive Tendering regime. Dundee Contract Services won the tender in 1997 for a five year period and this was extended for a further two year period during the development of the Partnership Agreement.

4.2. This delivery model for the Repairs Service was deemed not to be the most efficient and effective way to provide Best Value for the tenants who fund the service.

4.3. Following an option appraisal partnering was determined to be the most advantageous model for delivery of an enhanced, more responsive and more efficient Repairs Service.

4.4. The Repairs Service Partnership Agreement 2004-2009 outlined the aims and objectives of the new Repairs Service and was the result of extensive discussions with tenants representatives, notably Dundee Federation of Tenants Associations.

- 4.5. The Repairs Service has developed in the period 2004-2009 and as a result the Agreement has been updated to reflect the service currently provided. A copy of the revised Partnership Agreement to cover 2009-2014 is attached to this report.
- 4.6. In reviewing the Partnership Agreement it is not sufficient to simply update the document to reflect the current service. In considering the continuation and extension of the Agreement for a further five years it is essential that the Partnership's performance over the period is assessed with regard to cost, efficiency and effectiveness. Ultimately Committee requires to be satisfied that the Partnership provides Value for Money.
- 4.7. The review of the Partnership's performance in 2004-2009 has shown that continuous improvement and value for money have been delivered.
- 4.8. Taking 2003-2004 as a baseline and adjusting for inflation year on year we can demonstrate that the Partnership has delivered:
- 40% reduction in average repair costs
 - 16% reduction in average cost of repairs per property
- 4.9. The Partnership has delivered an increase in overall tenant satisfaction levels with the service from 40% pre Partnership to 90% during the Partnership.
- 4.10. The trend in jobs completed within target time has improved from 83% pre Partnership to 92% at present. There is also an improving trend in the average time taken to complete repairs.
- 4.11. While these measures demonstrate continuous improvement in terms of cost, quality and speed of response, it is recognised that benchmarking with other providers, including those in the private sector, is necessary to demonstrate Value for Money.
- 4.12. There are many factors which make a direct comparison of rates a complex task. However, in a recent exercise, the Partnership's costs of carrying out a basket of 15 common operations across the three main trades (joiner, plumber, electrician) were compared with a private sector provider to a sister authority in Scotland. For those operations, the price to the Partnership is approximately 2.9% more than the baseline schedule of rates.
- 4.13. Other direct comparisons with private sector providers have been made. For example, annual gas servicing is provided to sister authorities by private sector providers at rates of £45 and £80 where the average cost through the Partnership was £39.64 in 2008/09. The table below describes a comparison of average charges to the Partnership by private sector providers during a period of industrial action in 2008/09 and the comparable Partnership rates. Of course, the short-term nature of the cover will incur a premium but the variations range from 27% to 272% over Partnership rates.

Date	Trade	Average Charge per Job (private contractors)	Comparable Charge (Repairs Partnership)
02/06/08	Plumber	£45.33	£29.04
	Gas	£53.20	£30.40
	Electrician	£48.30	£38.12
20/08/08	Plumber	£56.19	£29.04
	Gas	£112.96	£30.40
	Electrician	£83.95	£38.12

- 4.14. However, over and above these examples we can demonstrate added value delivered by the Partnership through comparisons with other benchmark measures. The Association for Public Sector Excellence (APSE) Performance Network has been established for 10 years and has grown into the largest voluntary performance measurement and benchmarking service in local government across the UK. The annual report covers a broad range of measures of Value for Money. A number of measures from the 2007/08 report showing Dundee's performance in Housing Repairs compared with other family members (i.e. services with a similar profile) are shown below:

Average Value of All Housing Jobs Completed

Average	£145.54
Lowest	£64.54
Highest	£215.44
Dundee	£115.46

Average Value Per Job Undertaken Under Call-out

Average	£56.29
Lowest	£17.82
Highest	£121.24
Dundee	£36.44

Day to Day Housing Jobs Completed Per Full-time Employee

Average	255.43
Lowest	181.04
Highest	318.96
Dundee	283.91

All Housing Jobs Completed Per Full-time Employee

Average	404.89
Lowest	308.57
Highest	586.83
Dundee	586.83

Average Time Taken to Complete a Routine Repair (Days)

Average	14.00
Lowest	7.87
Highest	22.00
Dundee	10.93

Overall Percentage of Customer Satisfaction

Average	97.37%
Lowest	95.29%
Highest	99.39%
Dundee	99.39%

- 4.15. The recent inspection of housing services by the Scottish Housing Regulator highlighted a number of areas where improvement was required with regard to the Repairs Service.
- 4.16. The Regulator felt that performance was in decline. The Repairs Partnership acknowledges that performance in respect of average completion on time ratios in 2007/08 fell slightly (around 2%) but feels that the evidence above shows continuous improvement across the life of the Agreement.
- 4.17. The Regulator's main concern was regarding the need to demonstrate Value for Money. By expanding our performance measures to include more benchmarking, in both the public and private sectors where possible, it is felt that this concern has been addressed. The Repairs Management Board will in future receive monthly Value for Money assessments as part of the established performance management regime.
- 4.18. Other issues raised by the Regulator with regard to the Repairs Service, have been addressed in the revised Partnership Agreement where appropriate or are included in the Regulation and Inspection Improvement Plan, as approved by the Housing Best Value Review Group on 15th April 2009 and Committee on 27th April 2009.
- 4.19. An extensive stakeholder exercise has been undertaken regarding the operation of the Repairs Service. This has involved staff at different levels from Housing and Dundee Contract Services, Dundee Federation of Tenants Associations, Registered Tenants Organisations, and individual tenants. The purpose of the exercise was to test what has worked since the introduction of the Partnership and what aspects require further attention.
- 4.20. In summary, the exercise has confirmed the Partnership Agreement to be appropriate as a framework for service provision. However there are a number of issues which when addressed will improve the operational deployment of the Agreement. Further work is underway to feedback to stakeholders on the outcomes of the consultation exercise and this will assist in the implementation of appropriate actions to further improve the efficiency of the service and ultimately tenants satisfaction with the service.
- 4.21. The review of the Partnership Agreement has demonstrated that the current Repairs Service delivers Best Value and Value for Money. Stakeholder consultation has flagged some operational areas where further improvements may be possible and it is proposed to take this forward during 2009/10.
- 4.22. In summary, a rigorous option appraisal identified partnership working with Contract Services as offering Value for Money; there have been demonstrable improvements in measures of cost, time and quality since the introduction of the Partnership Agreement; and there are favourable comparisons of these measures with both private and public sector providers to other local authorities. It is, therefore, proposed that the Partnership Agreement, as revised, is approved by Committee.

5. **POLICY IMPLICATIONS**

- 5.1. This report has been screened for any policy implications in respect of Sustainability, Anti Poverty, Equality Impact Assessment, Strategic Environmental Assessment and Risk Assessment. There are no major issues.
- 5.2. The Partnership Agreement applies equally to all City Council tenants and initial screening of the Equalities Impact Assessment has identified no adverse impact on any of the equality groups.

6. **CONSULTATION**

- 6.1. The Chief Executive, Deputy Chief Executive (Support Services), Deputy Chief Executive (Finance), Head of Finance, Assistant Chief Executive and all other Chief Officers have been consulted on this report. No concerns were raised during the officer consultation.
- 6.2. Dundee Federation of Tenants Associations have been consulted on this report and have no major concerns.
- 6.3. Subject to approval of the report it is proposed to circulate the report to all Registered Tenants Organisations asking for comments/feedback within six weeks. Should any material changes be required in light of this exercise these will be reported back to Committee.

7. **BACKGROUND PAPERS**

- 7.1. Partnership Agreement 2009-2014.

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May 2009

Housing > DFTA > Contract Services > Finance > Dundee City Council > Housing

Dundee City Council
CHANGING FOR THE FUTURE
Housing

**HOUSING
REPAIRS
PARTNERSHIP
2009 - 2014**



HOUSING REPAIRS PARTNERSHIP AGREEMENT 2009-2014

GENERAL PRINCIPLES AND PROVISIONS

1.1 Context

1.1.1 Dundee City Council is committed to working for a secure, pleasant environment and sound economy for individuals, families and the wider community who live in the City and is committed to the provision of a coherent set of high quality services through the most economic use of resources, based on the principles of partnership, equity and accountability.

1.1.2 As an inherent part of its service, the Housing Department and Dundee Contract Services aim to provide an efficient and effective responsive repairs service, including programmed maintenance, small projects and maintenance of open spaces, to their tenants and deliver Best Value. They are committed to developing this strategy to improve the social, economic and physical environment of the City. Within the context of Community Planning, it will create sustainable development and a better quality of life through:-

- Greater social cohesion and community identity
- Improved training and achievement
- Improved employment opportunities
- Improved community safety
- Improved health and well being
- Improved housing and the environment

1.2 Aims and Objectives

1.2.1 The repairs service is delivered through the Housing Repairs Partnership Agreement providing a framework within which the parties implement a repairs service covering day to day maintenance and open space maintenance.

1.2.2 The Housing Repairs Partnership aims to:

- Deliver the Repairs Service to the specification, budget, timetable and standards of quality agreed within the framework of the Housing Repairs Partnership Agreement
- Carry out programmed maintenance for gas, lift and controlled entry systems etc. and small projects such as disabled adaptations and similar small works but excluding major component replacement programmes. The External Cyclical Maintenance (ECM) is also incorporated within the Partnership Agreement.
- Secure the most cost-effective and efficient use of resources to maximise the benefit to the Council Tenants and demonstrate that Best Value is being achieved.
- Support the strategic objectives which form an integral part of Dundee City Council's corporate plan.

- Deliver an effective open space maintenance programme within the framework of the Partnership Agreement.

1.2.3 The operation of the Partnership Agreement and the actions of the Partnership and Management Boards and all the partners will at all times be determined by the policies of Dundee City Council. The Partnership Agreement also links with current policies and procedures operated by the Housing Department. Changes to the Partnership Agreement can only be made by the Housing, Dundee Contract Services and Environmental Services Committee or the Policy and Resources Committee.

1.2.4 The Partnership is between the Housing Department, Dundee Contract Services and the Finance Department together with Tenant Representation on an advisory basis as defined within this agreement to run for five years, subject to annual review, commencing on 1st April 2009 until 31st March 2014.

1.3 Parties to the Partnership

1.3.1 The Parties within the Partnership are as follows:

Partners

Employer	Dundee City Council
Employer's Representatives	Elected Members
Client	Director of Housing
Contractor	Dundee Contract Services
Finance	Depute Chief Executive (Finance)

Advisors

Tenant Representation	Dundee Federation of Tenants' Association
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1.4 Legal Requirements

1.4.1 The policies and practices adopted throughout the Repairs Partnership Agreement must meet all legal requirements, as defined in the relevant legislation currently and any amending or superseding legislation. These include:

- Housing (Scotland) Act 1987
- Housing (Scotland) Act 1988
- Housing (Scotland) Act 2001
- Building (Safety Health & Welfare) Regulations 1948
- Health and Safety at Work Act
- Local Government in Scotland Act 2003
- COSHH Regulations
- Construction (Design and Management) Regulations (CDM)
- IEE Regulations
- Gas Safety Installation and Use Regulations 1998
- Scottish Secure Tenancy Agreement
- The Scottish Secure Tenants (Right To Repair) Regulations 2002

1.5 Repairs Partnership Management Structure

- 1.5.1 The Repairs Partnership is committed to the principles of equality and opportunity. It establishes appropriate means to ensure maximum involvement, participation and partnership with tenants, and ensures that the more vulnerable and disadvantaged sections of the community are afforded the opportunity to influence the policies, priorities and practice in equality of opportunity.
- 1.5.2 The structure meets the aims and objectives of the Partnership Agreement to deliver a high quality repairs service, which meets service users expectations and is cost effective.
- 1.5.3 The structure allows a closer relationship between the personnel ordering repairs and the operatives carrying out the repairs, through improved teamwork and a more effective service. This allows for control of the repair from reporting through to completion, and establishes a feedback route on quality issues.
- 1.5.4 The Partnership consists of two main bodies, the Partnership Board and the Management Board comprised of stakeholders in the repairs process who act within their existing powers and each brings to the partnership only the authority which their own post or position gives them.

1.6 Partnership Board

- 1.6.1 The Partnership Board determines if the aims and objectives set out in the Partnership Agreement and the requirements of Best value are being met and makes appropriate recommendations to the Housing Committee.
- 1.6.2 The Partnership Board comprises Elected Members of Dundee City Council, representatives of the Dundee Federation of Tenants' Association acting in an advisory capacity and representatives from the Housing Department, Dundee Contract Services and the Finance Department.
- 1.6.3 It brings together stakeholders in the process who have the authority and expertise to monitor the Repairs Service, including emergency situations. The Board provide feedback, information, advice and recommendations to the Housing, Dundee Contract Services and Environmental Services Committee or the Policy and Resources Committee as required.
- 1.6.4 The Board monitors the service by means of written reports submitted indicating the financial status of budgets, progress and quality of works done, and periodic reports on policy issues. They continually review the service and operational procedures and recommend changes required for improvement of the operation of the service. The Board can also make recommendations to the Housing, Dundee Contract Services and Environment Services Committee or the Policy and Resources Committee to change the terms of the Partnership Agreement
- 1.6.5 The Partnership Board meets as required but not less than quarterly. It receives regular reports, normally in writing but these can be supplemented by oral reporting and call for technical or specialist assistance as required. This assists in monitoring the performance against agreed objectives, standards, targets and budgets as laid down in the Partnership Agreement and setting of priorities for improvement.

1.6.6 Membership of the Partnership Board (and number of representatives)

Employer (2)	Convenor of Housing, Dundee Contract Services and Environment Services Committee (or nominee)
Client (1)	Director of Housing (or nominee)
Contractor (1)	Director of Dundee Contract Services (or nominee)
Finance (1)	Head of Finance (or nominee)
Tenants (3) (in an advisory role)	Dundee Federation of Tenants' Association (nominated by DFTA)
Observers	At the specific invitation of the Partnership Board

1.7 Management Board

1.7.1 The Management Board is established to manage the day-to-day operation of the Repairs Service and open space maintenance programme.

1.7.2 The Management Board comprises representatives from the Housing Department, Dundee Contract Services and the Finance Department who have a responsibility for the delivery of the Repairs Service. This core membership is supplemented by other specialists, development teams, etc as the Board requires. The Board meets monthly.

1.7.3 The Management Board, acting within each individual member's authority, ensures that the performance data deemed necessary by the Partnership Board is reliably and accurately collected, collated and analysed and that performance reports are prepared punctually. It obtains and present to the Partnership Board benchmark measures which demonstrate whether or not the partnering arrangements are delivering Value for Money and makes recommendations for the continuous improvement of the service.

1.7.4 Membership of the Management Board (and number of representatives)**Core Group**

Client (1)	Director of Housing (or nominee)
Contractor (1)	Director of Dundee Contract Services (or nominee)
Finance (1)	Head of Finance (or nominee)

Supplemented as required by:

Other Technical or Specialist individuals or bodies as required by the Board.

1.8 Repairs Contact Centre

1.8.1 A key aspect of the Partnership is improving communications between tenants, the Housing Department and Dundee Contract Services and that this three-way communication, essential to the smooth running of this complex service, has been improved by the introduction of a Housing Repairs Centre. The Centre is set up to receive personal callers and is also the Emergency Repairs Centre out of hours and at weekends. This facility has been established within the Clepington Road operation of Dundee Contract Services and the tradesmen operating from there allows the development of effective working relationships and improves the flow of information.

1.8.2 Housing Repairs Centre staff:

- Liaise directly with tenants regarding all aspects of repairs including making and changing appointments and keeping tenants informed of any delays or changes to planned work, etc.
- Are empowered to take ownership of repairs requested and are responsible for progressing them to satisfactory conclusion.
- Have the authority to instruct repairs up to an agreed level/value/size.
- Enhance the service provided to tenants through effective co-ordination of resources in the Housing Department and in Dundee Contract Services for both inspections and repairs.
- Play a part in gathering quality data and customer satisfaction feedback from tenants and in handling complaints.
- Be in direct contact with tradesmen thereby improving the flexibility and responsiveness of the Repairs Service.
- Handle enquiries from the general public regarding open space maintenance.

1.8.3 The Housing Repairs Centre is managed by the Housing Department, in accordance with the relevant roles and responsibilities as set out in the Partnership Agreement. These roles and responsibilities will not change without consulting the Partnership Board, but may be reviewed during the life of this agreement.

1.9 Price Basis

1.9.1 Recharging for the Repairs Service will be on a 'cost plus' basis to reflect the actual costs incurred for labour, materials and plant with the addition of overheads and incorporate sufficient allowance to finance replacement vehicles, plant and equipment for the service. There is no allowance for the addition of profit. The Depute Chief Executive (Finance) sets the prices and adjustments to apply to ensure that the legislative requirements of the Local Government in Scotland Act 2003 are met. More details are contained within Section 5 - Finance.

1.9.2 The accounting arrangements enables the finances of the partnership to be transparent to all parties.

1.10 Conflict Resolution

1.10.1 The Repairs Partnership commit themselves to the joint resolution of issues in a co-operative and timeous manner. Issues not resolved at operational level are referred in the first instance to the Management Board for mediation and resolution. If not resolved, the Management Board may refer the matter to the Partnership Board or the Chief Executive of Dundee City Council.

1.10.2 The Boards are able to call on the services of external parties to assist with legal, operational or procedural issues as required.

1.10.3 Any conflicts not resolved after consideration by the two Boards shall be referred to the Chief Executive of Dundee City Council whose decision shall be binding on all parties.

1.11 Annual Review

1.11.1 The Partnership and the agreement will be subject to an annual review. The purpose of this review is to update the agreement on any service changes as agreed by the Management and Partnership Boards.

2 OUTPUTS

The outputs which the partnership requires are:

2.1 Communication

- 2.1.1 There will be efficient communication involving tenants reporting repairs, Dundee Contract Services and Housing Department personnel to enable the process from repairs reporting through to repair completion to proceed efficiently.
- 2.1.2 Tenants will be offered clear information about what will happen and when, and contact information to check progress.
- 2.1.3 The personnel in contact with tenants will have sufficient knowledge of the repairs service and its processes to engage meaningfully on the matters tenants raise.
- 2.1.4 Repairs' progress will be followed to ensure problems with delivery are identified and dealt with.
- 2.1.5 Tenants will have ready access to written information describing how the repairs service works, how to use it and who to contact. Tenants will have face to face access to personnel who can explain the same things.

2.2 Repairs Reporting

- 2.2.1 Tenants will have access to personnel receiving repairs reports by phone by letter or face to face in local Council offices.
- 2.2.2 Tenants will be given a unique reference number at the start of their telephone call. This will be audited by sample checking recorded calls.
- 2.2.3 At the time of reporting, or after inspection to establish what repair is required, tenants will be advised of:
 - what repair has been ordered,
 - its category and hence target completion date,
 - how access arrangements will be made to suit tenant and repairs personnel,
 - an indication of factors which could cause delay, contact information, and what to do if an access arrangement breaks down or the repair is not completed within the target time,
 - how to complain.
- 2.2.4 For repairs requiring access to the house, access arrangements will be agreed with the tenant specifying when the repair will be started.
- 2.2.5 Where an inspection is required, access arrangements will be agreed at the time of the tenant's repair request.
- 2.2.6 Tenants will be able to make emergency repair requests out of hours by phone. If the request is not accepted as an emergency, it is retained in the system and dealt with as for repair requests received during normal office hours.
- 2.2.7 If a repair request is refused, clear reasons will be given to the tenant.

- 2.2.8 If a repair request is refused because of budget constraints, this will be explained to the tenant and the request will be held for action when the budget constraint is lifted.
- 2.2.9 If a significant delay beyond the target completion date is expected, tenants will be advised.
- 2.2.10 Where repairs are required arising from negligence or abuse on the part of the tenant, the full cost may be recovered from the tenant.

2.3 Repairs Ordering, Diagnosis and Prioritisation

- 2.3.1 Personnel receiving repairs requests will order the appropriate repair, where the diagnosis is clear from the tenant's report. In all other cases, an inspection will be made to provide a diagnosis allowing the correct repair to be ordered first time.
- 2.3.2 At the point of ordering the repair, it will be prioritised according to the following system of categorisation:

E Emergency Jobs

- Day emergencies
- Out of hours emergencies

Q Quick-Fix Repairs

R Routine Repairs

N Non-Routine Inspections and Repairs

I Inspections

More detailed descriptions of these Repairs Priorities are given in Appendix 1 to this document and the Benchmark Jobs which will be used to automatically assign a priority when a job is logged are shown in Appendix 2.

- 2.3.3 Personnel receiving repair requests will have up-to-date information on the repairs history of the housing stock from which the best decisions can be made about carrying out repairs.

2.4 Carrying Out Repairs

- 2.4.1 For repairs requiring access to a tenant's home, access arrangements will be made with the tenant at the time of reporting.
- 2.4.2 Access arrangements will specify when the trades personnel will arrive. For emergency repairs, access will be sought for works carried out to make safe and secure within 24 hours.
- 2.4.3 When failure of access arises because the trades personnel cannot keep the appointment, or otherwise do not turn up when due, contact will be made with the tenant to make another access arrangement.
- 2.4.4 When failure of access arises because the tenant was not in, or did not keep to an arrangement to allow access, a card will be left inviting the tenant to contact the Housing Repairs Centre to make another arrangement.
- 2.4.5 When a part has to be ordered and delivered before effecting a repair, tenants will be advised and an appointment made as soon as possible.

- 2.4.6 Repairs will be carried out in accordance with the policy, categorisation and access arrangements advised to tenants.
- 2.4.7 Progress with repairs will be tracked to identify any repair not being completed satisfactorily within target time.
- 2.4.8 Tradesmen attending to carry out repairs will give tenants an estimate of how long the repair may take.
- 2.4.9 When the repair required is different from that ordered, either the appropriate repair will be carried out starting at that tradesman's visit, or arrangements are made with the tenant to have the correct repair carried out as soon as possible.
- 2.4.10 At tenancy turnovers, repairs required to the vacant property will be identified and carried out.

2.5 Pricing and Budget Control

- 2.5.1 The level of resources needed for response repairs will be kept under review. Repairs budgets will be prepared and reviewed to reconcile the need and available resources. The repairs service will be delivered within the available resources.

2.6 Quality

- 2.6.1 The Council's customer care standards for employees will be adhered to by all employees in contact with tenants during repairs service delivery in accordance with the Housing Department's published Housing Services Standards.
- 2.6.2 All materials used for repairs will be sufficiently durable to ensure repairs are cost-effective in the long term. A good standard of workmanship will be applied to all repairs.
- 2.6.3 Performance measurement and assessments of tenant satisfaction and dissatisfaction will be used to identify and strive for continuous improvement in the repairs service.
- 2.6.4 Actual performance will be measured to ensure that repairs are carried out to a good standard of workmanship and materials and that aspects of the service which most matter to tenants work to their satisfaction. Trends in satisfaction will be identified and reported.
- 2.6.5 Tenants will have access to a convenient complaints procedure, incorporating appeal mechanisms. Instances of dissatisfaction will be investigated, with redress where complaints are upheld. Trends in dissatisfaction will be identified and reported.

2.7 Service Improvements

- 2.7.1 The Housing Repairs Partnership recognises that services as outlined in this agreement may change over the life of the partnership. Service improvements, additional services and changes to existing services will be dealt with in accordance with the conditions in the Partnership Agreement.

3 ROLES AND RESPONSIBILITIES

3.1 Generally

3.1.1 Dundee Federation of Tenants' Associations

The Dundee Federation of Tenants' Associations role in the Housing Repairs Partnership is that of a stakeholder rather than a service provider. The Federation aims to provide tenants' representatives for the Partnership Board with a view to representing tenants' interests.

3.2 Main roles and responsibilities of each of the parties.

The main roles and responsibilities of Housing, Dundee Contract Services and Finance are marked in the tables with a tick (✓). More than one tick for a task indicates joint responsibility.

3.2.1 General Tasks:		Housing	DCS	Finance
.1	Always represented at meetings of the Partnership Board.	✓	✓	✓
.2	Employees involved in the Repairs Service are aware of the contribution they will make to the Partnership and that they are appropriately trained, qualified or experienced to fulfill their roles.	✓	✓	✓

3.2.2 Finance Tasks:		Housing	DCS	Finance
.1	Openness and transparency in financial reporting to the Partnership Board.			✓
.2	Hourly rates are set for charging for repairs and maintenance works, on a cost allocation basis, against a budget set by Dundee City Council.			✓
.3	Hourly rates are reviewed and amended regularly and no less than annually.			✓
.4	Repairs budgets are prepared and reviewed to reconcile the need and available resources, and that the service is delivered within those resources.	✓		
.5	Effective systems are established to monitor and review spend on housing repairs and maintenance.	✓	✓	✓
.6	Switch resources where appropriate from response repairs to planned maintenance.	✓	✓	

3.2.3 Communication Tasks:		Housing	DCS	Finance
.1	Good communication between Housing Department employees and Dundee Contract Services employees (including tradesmen) and tenants using the service.	✓	✓	
.2	Easily accessible information is published about the service and how it works, how to use it and who to contact.	✓		

3.2.3 Communication Tasks:		Housing	DCS	Finance
.3	A standard of customer care to govern the contact between all Repairs Service employees and tenants is established and that the steps necessary to ensure its effective implementation are taken.	✓	✓	
.4	An effective system for handling and resolving tenants' complaints is in operation.	✓		
.5	Standards set by the Partnership Board are adhered to by all repairs service employees.	✓	✓	

3.2.4 Reporting Tasks:		Housing	DCS	Finance
.1	Tenants are allowed the opportunity to make repair requests, or to check on progress, face-to-face, by telephone or letter or electronically via the Internet or e-mail at local offices.	✓	✓	
.2	A unique reference number is issued for all repair requests, regardless of the method of reporting, as an aid to tracking progress and to confirm that a repair request has been accepted and recorded. Provide confirmation in writing on request.	✓	✓	
.3	Information systems are developed and implemented which will allow tenants to be given clear information about all aspects of the repair and the timetable for completion at the time of reporting.	✓	✓	

3.2.5 Ordering etc. Tasks:		Housing	DCS	Finance
.1	Procedures and systems are established which allow the correct categorisation of all repair requests into those categories approved by the Housing Committee.	✓		
.2	Accurate diagnosis and categorisation of repairs, including where necessary by means of pre-inspection.	✓		
.3	Assistance is provided to the Housing Department in the accurate diagnosis and categorisation of repairs, including where necessary by means of pre-inspection.		✓	

3.2.6 Access Tasks:		Housing	DCS	Finance
.1	Tenants can make access arrangements for both inspection visits and works at the time of the reporting of the repair.	✓	✓	

3.2.7 Implementation Tasks:		Housing	DCS	Finance
.1	An effective work scheduling system is established , updated in real time, for all categories of works, designed to ensure that accurate information can be passed to tenants regarding lead times, programmes, access arrangements etc. at the time of reporting the repair.		✓	
.2	Information systems are developed which will allow exception reporting identifying repairs which are overdue and recurring problems.		✓	
.3	Repair requests are accepted outside normal working hours and that those which are not emergency repairs are scheduled for completion as quick-fix, routine or non-routine repairs.		✓	
.4	Any performance targets set by the Partnership Board are met within the constraints of the available budget.		✓	
.5	Local knowledge is instilled and maintained as far as possible into the Repairs Service through the allocation of dedicated tradesmen to specific areas of the City.		✓	
.6	Repairs and maintenance operations necessary for the effective upkeep of City Council housing property are carried out.		✓	
.7	Level of resources necessary for responsive repairs is reviewed and adjusted. (3.2.7 continued...)		✓	
.8	The correct repairs are carried out to the tenant's satisfaction at the time of the first visit and that tradesmen are given the facility to seek authority to complete repairs associated with the instructed repair and necessary to meet the tenant's requirements.		✓	
.9	Effective systems of non-conformance reporting are established, sufficient to identify failures in materials, workmanship or systems and that effective corrective action is taken to prevent their recurrence.	✓	✓	

3.2.8 Quality Tasks:		Housing	DCS	Finance
.1	A level of post-completion inspection is established, sufficient to assure all stakeholders of the quality of the service and that the requirements of this Partnership Agreement have been met.	✓		
.2	Post-completion inspection is targeted to address areas of greatest risk.	✓		
.3	A level of post-completion inspection is established, sufficient to assure all stakeholders of the standards of workmanship delivered by tradesmen.		✓	

3.2.9	Measurement Tasks:	Housing	DCS	Finance
.1	Information systems which will allow a comprehensive analysis of repairs, re-let and planned maintenance works for each property are developed and implemented.	✓		
.2	Effective performance measurement systems are developed and implemented for those measures set out in Section 4 of this Agreement (or as subsequently amended) and that those systems produce reliable and dependable results which are reported to the Management and Partnership Boards.	✓	✓	
.3	Tenants' and other stakeholders' perceptions of the service are measured, including their satisfaction or dissatisfaction with aspects of the service and that every effort is made to improve the outcomes.	✓	✓	

4 PERFORMANCE MEASUREMENT

The performance of both the Housing Department and Dundee Contract Services in delivering the repairs service will be measured.

4.1 Generally

4.1.1 The main purposes of performance measurement are:

- To enable the partners delivering the service to know how well they do it
- To enable service users to know how good a service they receive, and
- To identify where service weaknesses and/or failures exist from which to direct efforts towards continuous improvement,

with regard to the performance required by the Outputs in Section 2 of this Agreement, and overall, to make value for money judgements about the service.

4.1.2 The Partnership Board will identify and consider those measures which, taken together, will serve those purposes.

4.1.3 Reliably good performance is required in relation to quality, getting it right first time, access, time taken to complete repairs, correct categorisation, standards for relets, and good and courteous communications with tenants.

4.1.4 Various means will be used to gather reliable information about the service.

4.1.5 The IT system used to support the service will be designed to extract information about performance.

4.1.6 Post repair inspections will be carried out:

- To confirm the correct repair was carried out
- To check correct categorisation
- To ensure correspondence between repair done and repair paid for, and
- To ensure the quality of materials and workmanship.

All non-routine repairs will be post-inspected.

4.1.7 Various means will be used to build up a comprehensive picture of tenant's perceptions of the service, for example, questionnaires, exit surveys, focus groups, analysis of trends in upheld complaints, feedback from organised tenants, councillors' surgeries and mystery shopping.

4.1.8 Costs will be fully analysed with a central reliance placed on benchmarking the cost of each main job type. Occasional targeted investigations will be undertaken.

4.1.9 Information will be readily available to the main service delivery personnel, to assist them gauge their performance. Performance information will be presented to the Partnership Board.

This will involve personnel not directly in the service delivery line, to help ensure reliability of the information reported.

4.1.10 Where possible, external benchmarking with other local authorities, Housing Organisations and the private sector will be undertaken on a periodic basis. Use will be made of any published benchmarking data.

4.2 Performance Measures

The following basic set of measures will be used but may be amended by the Partnership Board from time to time:

4.2.1 Tenants' perceptions of the quality of the service with regard to:

- .1 Communication between the tenant, Housing and DCS
- .2 Clarity and comprehensiveness of information offered about repairs
- .3 Competence of Council employees involved with tenants
- .4 The way problems are resolved
- .5 Access to written information about the service, how to use it and who to contact
- .6 Access to council employees dealing with repairs
- .7 Whether proof of reporting was offered
- .8 Whether an appointment was made, kept or changed
- .9 Whether calls made out of hours were dealt with effectively
- .10 Clarity of information when repairs requests are refused
- .11 Clarity and comprehensiveness of information offered about any delays
- .12 Whether repairs carried out were as requested and appropriate
- .13 Whether the categorisation of the repairs was appropriate to their needs
- .14 Whether the repairs was carried out in accordance with the agreed arrangements
- .15 Whether the tenant was given an estimate of how long the repair would take
- .16 Whether a relet standard was met
- .17 Whether the Council's Customer Care standards were adhered to by employees
- .18 Whether materials and workmanship are of a good standard

4.2.2 Analysis of tenants' complaints including

- .1 Proportion of repairs resulting in complaints
- .2 The nature of the complaints received
- .3 Whether the complaint was upheld and resolved at the first stage
- .4 Whether appeal was necessary
- .5 Trends in dissatisfaction

4.2.3 Details of all contacts with tenants including

- .1 Contact made by whom and when
- .2 The type of contact i.e. telephone, inspection, carry out repairs etc.
- .3 The nature of the contact e.g. to make access arrangements, explain delay etc.
- .4 Identifying when a repair request is refused and the reason for refusal

4.2.4 Details of service delivery failures including identifying instances of:

- .1 Failure of materials
- .2 Failure of workmanship
- .3 Incorrect diagnosis and ordering
- .4 Variations between repairs ordered and carried out
- .5 Delays in the completion of any stage of the works
- .6 Additional trades required

- .7 Follow-up works required
 - .8 Non-availability of materials (stock-outs) and requirement to order materials
 - .9 Delays in acquiring materials
 - .10 Any requirement to revisit repairs
- 4.2.5 Details of inspections carried out including
- .1 Inspection carried out by whom and when
 - .2 Type of inspection i.e. pre-inspection, in-progress inspection, post-completion inspection
 - .3 Outcome i.e. failure identified, meeting required standard etc.
 - .4 Any corrective action necessary
- 4.2.6 Details of access arrangements including
- .1 Details of access arrangements made by whom and when
 - .2 Whether access arrangements were kept
 - .3 Whether access arrangements were amended
 - .4 The reason for any failure to gain access
 - .5 Whether an abortive call card was left
- 4.2.7 Details of works on void properties for relet including
- .1 The time taken to complete relet works
 - .2 The cost of relet works
 - .3 The time taken to relet void properties
 - .4 Rent lost during the time taken to relet
- 4.2.8 Details of jobs logged by category including
- .1 Whether emergency, quick-fix, routine or non-routine repairs
 - .2 Non-emergency jobs logged out-of-hours
 - .3 Whether disrepair caused by negligence or abuse by the tenant
 - .4 Whether the tenant was recharged for the cost of the works
 - .5 Whether the tenant paid for the repairs
 - .6 Whether an inspection was required
 - .7 Whether the repair was completed within the target time
 - .8 The number of days taken to complete the repair
 - .9 The number of visits taken to complete the repair
- 4.2.9 Details of forecast and actual expenditure and resource usage including
- .1 The benchmark cost of the repair
 - .2 The actual cost of the repair
 - .3 The forecast time to complete the repair
 - .4 The actual time taken to complete the repair, and
 - .5 Trends in these things.

5 FINANCE

5.1 Budget Setting

The partners will meet and agree the annual budget for the repairs service prior to the start of the financial year.

5.2 Budget Monitoring

Detailed budget monitoring reports will be prepared and presented to the Management Board on a monthly basis. Quarterly budget monitoring reports will be issued to the Partnership Board.

The format of the budget monitoring reports will include budget, actual spend to date, budget variance and projected outturn with the format of each being agreed by the Management Board and Partnership Board respectively.

Any virement of expenditure between budget heads will be agreed by the Management Board with any major strategic changes being agreed by the Partnership Board.

5.3 Basis for Calculating Value of Works

The contractor will only recoup the actual expenditure incurred on, or attributable to, the provision of the repairs service.

Actual expenditure will consist of all direct and indirect costs including the agreed reinvestment requirements of the contractor. Surpluses will not be generated by the contractor other than the agreed reinvestment requirements.

The cost of labour will be valued by applying the appropriate hourly rate calculated in accordance with the conditions set out in the Labour Rate Section to the time spent by operatives directly engaged on repair work.

Programmed maintenance will be valued and charged per service. The valuations will be based on the total estimated annual costs of the respective maintenance work divided by the anticipated number of services to be undertaken during a financial year. Total estimated annual cost will include all relevant items of expenditure detailed under the Financial Sections of the Partnership Agreement. The valuations will be realigned at the end of the financial year in accordance with actual costs incurred.

All other direct expenditure incurred by the contractor shall be valued and charged as per the conditions detailed in the Direct Material Expenditure, Specialist Contractors and Specialist Plant Sections.

These works will be subject to benchmark testing.

5.3.1 Direct Material Expenditure

All direct material and goods obtained from suppliers or manufacturers will be charged to the appropriate repair budget via the unique job reference at invoice price after deductions of all trade discounts excluding cash discounts for prompt payment. It will include any cost of delivery to site.

The cost of materials and goods supplied from the Contractor's Stock will be based upon the current market prices (average stock price) plus any appropriate handling charges.

Any Value Added Tax, which is treated or is capable of being treated, as input tax by the Contractor is excluded.

5.3.2 Specialist Contractors

Where the contractor has to engage the services of a specialist contractor the costs incurred will be recovered at invoice price including any retention monies but excluding any prompt payment discounts, which may be offered.

5.3.3 Labour Rates

Labour rates will be determined on a trade and or category basis in units of one hour. All time spent by operatives engaged on direct operational repair work as defined by the partnership agreement will be used as the basis for calculating the hourly rates. The number of rates calculated and used will be dependent on the need for management information to monitor and control expenditure.

The hourly rates will be deemed to include the following costs attributable to the provision of the repairs service:-

- all direct wages
- all indirect wages
- an allowance for the provision of vehicles and small plant
- an allowance to cover all overhead costs including reinvestment requirements.

- all other expenses, obligations and liabilities.

This aggregated expenditure will be divided by the estimated available productive hours, to arrive at the hourly unit rates.

The hourly rates will be subject to continued monitoring and review to ensure the financial objectives of the partnership agreement are being achieved.

5.3.4 Specialist Plant

Where the contractor has to arrange for the hire of specialist plant to undertake certain repairs, (cradles on multi-storey blocks, sky lift Simon towers etc.) these hire charges will be recharged to the partnership at external hire rate including any minimum hire charges.

5.4 Payments to Contractor

Payments to the contractor will be made for completed works only. Work will be valued and billed electronically on a weekly basis with appropriate financial ledgers and systems being updated automatically. Incomplete works will also be valued but not billed and held in a work in progress file awaiting completion dates.

Payments to contractor will be made by cashbook transfer on a weekly basis based on the electronic billing as adjusted for any agreed debits or credits.

5.5 Insurance Considerations

Both Client and Contractor are protected by the self-insured and insurance cover held by the Employer. In this regard, each party is held as though they were a separate insured and thereby able to rely on the insurance cover held by the Employer in their respective roles under this Partnership.

5.6 Insurance Claims Procedure

The following causes of damage are covered by these arrangements:

- Fire, Lightning, Explosion, Aircraft
- Storm, Tempest, Flood, Burst Pipes
- Impact to buildings

Where damage with a reinstatement cost of less than £10,000 is suffered, order to repair may be given directly by the Client, or his agent, to the Contractor.

The Client must report the occurrence of damage to the Depute Chief Executive (Finance) as soon as practicable and in no instance later than 14 days afterwards.

Once the Client is satisfied the work has been completed to their satisfaction it should be billed to the Insurance code on the Housing Repair System.

Where damage with a reinstatement cost of more than £10,000 is anticipated the Client must notify the Risk Management Section of the Finance Department immediately.

The Risk Management Section will thereafter appoint Messrs McLarens (Loss Adjusters) to assist with the reinstatement of the property.

Once the loss over £10,000 has been adjusted, expenditure towards reinstatement will be paid on Architects Certificates.

5.7 Value for Money

The Partnership Board will receive quarterly Value for Money (VFM) reports detailing performance monitoring information.

Emphasis will be placed on ensuring and maintaining value for money in the delivery of the repairs services.

A sub group of the Management Board will monitor performance of the repairs service and value for money. The Performance Group will report to the Management Board on performance and value for money issues.



REPAIRS PARTNERSHIP CHARTER

HOUSING REPAIRS PARTNERSHIP 2009 - 2014

WE WILL WORK TOGETHER TO:

Deliver the Repairs Service to the agreed specification, budget, timetable and standards of quality in accordance with the Housing Repairs Partnership Agreement, support the strategic objectives which form an integral part of Dundee City Council’s corporate plan and secure the most cost-effective and efficient use of resources to maximise the benefit to the Council Tenants and demonstrate that Best Value is being achieved, through:

1. Practising teamwork, trust, respect, fair dealing, effective communication and openness between all the members of the Partnership.
2. Facilitating a planned co-ordinated approach to achieve service delivery through open discussion on all issues.
3. Establishing early warning systems, remedial procedures and resolve conflicts in a co-operative and timeous manner.
4. Establishing appropriate monitoring systems and procedures for dealing with points for action which may arise.
5. Providing all necessary skills and training to deliver the Repairs Service.
6. Seeking continuous improvement with appropriate research and innovation to support the Repairs Service.
7. Defining, managing and presenting the Repairs Service with a responsible attitude towards the environment, the local neighbourhood and the health and safety of all.
8. Meeting the programme workload targets in the most cost-effective manner ensuring a reasonable return on resources for all partners.
9. Monitoring and reviewing performance, provide feedback to all parties and striving for continuous improvement.

Partnership Members

Jimmy Black	Convener of Housing, Dundee Contracts and Environment Services Committee
Ken Guild	Convener of Policy and Resources Committee
Chair	Dundee Federation of Tenants’ Association



APPENDIX 1**REPAIRS PRIORITIES****Generally**

The benchmark jobs have all been assigned repairs priorities. This is used to automatically assign a priority to the job logged. No manual selection is required. In cases where the tenant's particular circumstances deem the job to be 'urgent'. It is the supervisor's responsibility to determine the urgency of the repair request. This applies only to routine and non-routine repairs and the 'urgent' timescale is 5 days. For non-routine repairs the inspection would also be required 'urgently' either that day or the following day.

The priorities are as follows.

E – Emergency Jobs**Day emergencies**

Emergency jobs will be allocated immediately to the most appropriate tradesman. These repairs have a 24 hour target.

The 'Right To Repair' jobs are included in the benchmark jobs, most of these are emergencies.

The day emergency service will apply 8.00 am to 3.30 pm Monday to Thursday and 8.00 am to 2.30 pm Friday. Any repair deemed an emergency can be ordered during these periods.

Out of hours emergencies

These are fix or make-good jobs for safety and damage limitation, allocated directly to the tradesmen. Any follow up work from these jobs is reported back to the Housing Repair Centre staff to log from the benchmark jobs. The follow up work priority is determined by the job auto priority unless the work is deemed 'urgent'. In some cases they may be day emergencies.

The out of hours service runs from 3.30 pm to 8.00 am Monday to Thursday and 2.30 pm Friday to 8.00 am Monday. Only repairs deemed out of hours emergencies will be instructed during these periods. Emergencies that do not qualify to be undertaken out of hours will carry over to the next day emergency period.

Q – Quick Fix Repairs

These jobs are small non-urgent repairs, which will be allocated to the repairs and maintenance tradesmen by trade superintendents with a 5 working day target for completion. The tradesmen can contact the tenant via the Housing Repair Contact Centre prior to attending to the repair. Some of this work may also be allocated to the Emergency squad tradesmen to accommodate demand peaks. These tradesmen will each have a small number of these jobs, which they will do when they have no emergency work to attend to. Jobs that have an 'urgent' priority will fall into this category.

R – Routine Repairs

This category carries a 15 working day target. These jobs will be allocated to the repairs and maintenance tradesmen by the trade superintendents. The allocation procedure will make tenant access arrangements a prime consideration. Trade Supervisors will contact the tenant regarding complex and disruptive repairs.

APPENDIX 1

N – Non-Routine Inspections and Repairs

Some jobs have a mandatory inspection requirement with a 5 working day target. If the outcome of the inspection is a repair then the default priority will be Routine. Access arrangements are the same as for routine repairs. All other repairs will generate an automatic post-inspection. Housing Officers will post-inspect the quality of the repair after the work has been completed and billed.

I – Inspections

An inspection can be logged for any repair request. These inspections may be necessary to determine the extent of the work, to obtain further information or clarification to ensure that the correct repair is instructed. The person dealing with the repair request will decide whether a repair request can be instructed or whether an inspection is required.

Interim Access Arrangements

Access details are recorded by staff logging a job; this is a mandatory field on the job-logging screen that must be filled in to log the job. Tenants will be asked to specify the arrangements most suitable to them for the trades to gain access.

Non-Emergency Repairs Reported Out of Hours

The Housing Repairs Centre and Emergency Contact Officers will accept the reporting of non-emergency repairs at any time.

Relet/Repairs

Relet repairs are repairs carried out to void properties. Such repairs are necessary to bring the empty property to a habitable standard for re-letting. The timescale for relet repairs is 12 days which includes an industrial clean. Properties for re-letting are offered in a clean condition and fit for a prospective tenant to view.

A Lean System Review of the void management process, which includes relet repairs will be carried out during 2009. Process improvements will be implemented during the term of this agreement.

External Cyclical Maintenance (ECM)

The ECM programme is a cyclical planned maintenance programme for external and environmental repairs. Such repairs include rainwater goods, external painting of the building, internal stairwell decoration and repairs to fencing.

Small Projects

Small projects cater for work that is too substantial and complex to be undertaken in the day to day repairs service. Such works are estimated in advance and if approved, undertaken as a minor works contract. The work is ordered and billed through the repairs system. This work has a 3 month target for completion.

Stairlighting

Stairlighting repairs include all communal in-door lighting to stairwell, landings and foyers. Also included is repairs and adjustments to time clocks and replacement bulbs.

Repairs On-Line

A facility exists for tenants to report a repair on-line. This facility is accessed through the Council Website www.dundee.gov.uk. The tenant makes a repairs request. Upon receipt the HRC log a Job or Issue an Inspection. Repairs requested on-line are instructed using the benchmark jobs and are subject to the relevant priority for the repair.

Other Repairs

A range of other repairs and programmes are funded through the Partnership budget. Programmed maintenance such as gas servicing, dry riser maintenance, lift maintenance and roof fan maintenance are chargeable to the budget. The budget also financially supports specialist works such as controlled entry, warden call systems and water tank pumps maintenance. Some works are undertaken by specialist contractors. Separate mechanisms for budgetary control and monitoring performance are in place.

Jobs On Hold

A facility exists for repairs to be put on hold for an indefinite period. This facility can be used when:

- there is a significant delay in obtaining the required quantity of materials.
- a shortage of trades.
- an emergency event requiring redeployment of resources from the repairs service.
- as a control measure for work throughput.

The hold facility can apply to specific benchmark jobs, to specific trades or specific job priorities. The Management Board would normally decide on placing Work On Hold. The Directors of Housing and Dundee Contract Services have delegated authority to take this action.

Tenants will be advised when they report a repair that has been put on hold.

Recoverable Costs

The costs of some repairs are recoverable from a tenant. The tenant will be invoiced the full cost of a repair if there is evidence of:

- wilful damage.
- negligence or neglect.
- Health and Safety Issue.
- unauthorised improvements requiring re-instatement.

Accidental damage is excluded and the cost of repairs due to an accident is non-recoverable.

Tenants have the option to opt out and appoint their own bona-fide contractor to undertake the work. However, this choice may be denied if the repair poses a:

- a Health and Safety risk to the tenant or others.
- there is a risk of further damage if left unattended.
- there is a risk of injury or inconvenience to others.

Where there is evidence of misuse or abuse of the repairs service or frequent recoverable costs occur, the tenant may be denied service at the discretion of the Director of Housing.

Gas Safety Checks

Reasonable attempts will be made to gain access to undertake a gas safety check. This is a requirement of the Gas Safety Installation and Users Regulations 1998.

Tenants who persistently refuse access may be subject to forced entry at 24 hours notice. A timer device will also be installed to disable the boiler if the anniversary date of the required safety check has passed, before the safety check is carried out. Timers are also installed on all new boiler installations and where circumstances deem it appropriate.

Tenants may also have their repairs response reduced. Emergency repairs, unless a risk to health and safety, will be deferred to the following day and other repairs delayed to enable a gas safety check to be arranged at the same time as the repair.

Right To Repair

The Scottish Secure Tenants (Right To Repair) Regulations 2002, provides tenants with legal rights for some repairs. Such repairs will be administered through the benchmark jobs. In addition:

- Tenders will be sought annually for alternative contractors.
- Tenants will be advised of their rights when reporting a repair.
- Tenants' rights will be publicised.
- Compensation will be paid to tenants if their repair is not completed within the statutory timescale.

Open Space Maintenance

The Open Space Maintenance Programme carries out various horticultural works to open spaces in housing estates on a City-wide basis. It is intended to integrate this service with the repairs partnership during the term of this agreement.

The IT specification has been developed and is awaiting resources to develop the new IT system. The DFTA and staff will be consulted as the project develops. Training for staff will be undertaken prior to implementation.

The integration of the open space maintenance programme into the repairs partnership will be completed with the full involvement of tenants' representatives from DFTA. The opportunity for full tenant participation in the process will continue through the Repairs Development Team meetings.

APPENDIX 2

BENCHMARK JOBS

Emergency Repairs – 24 hours

Key	Priority	Trade	Description	Out of Hours
1007	E	10	Blocked flue to open fire or boiler	
1008	E	10	Unsafe access path or step (make safe)	
1600	E	16	Clear choked drain	
1806	E	18	Secure/make safe window fitting	
2008	E	20	Barricade windows with plywood	✓
2011	E	20	Secure/barricade door	✓
2013	E	20	Gain entry for Police/tenant	✓
2010	E	20	Repair ironmongery/fittings emergency	✓
2026	E	99	Fit Orbis security	
3000	E	30	Roof leaking – carry out repair	
3401	E	34	Repair flat roof – emergency	
4001	E	40	Repair cistern	✓
4005	E	40	Renew w.c. pan – unusable	✓
4010	E	40	Repair/renew taps – full bore	✓
4013	E	40	Clear choke	✓
4014	E	40	Repair leak/burst	✓
4024	E	40	MSD – pump failure	✓
4030	E	40	Clear choke w.c. pan only	✓
4403	E	44	No heating/hot water	✓
6004	E	60	Repair/new smoke alarm	✓
6005	E	60	Check electrics	✓
6008	E	60	Stair lighting faulty/off	✓
6014	E	60	Repair immersion/thermostat no hot water	✓
6400	E	64	Lift off – repair as necessary	✓

- All repairs are undertaken as daytime emergencies.
- Repairs marked with a tick (✓) are also undertaken Out Of Hours.

Quick Fix Repairs – 5 working days

Key	Priority	Trade	Description
1000	Q	10	Clear blocked chute
1601	Q	16	Repair/renew drain cover
2000	Q	20	Fit steel screens
2001	Q	20	Remove steel screens
2002	Q	20	Fit steel door
2003	Q	20	Remove steel door
2027	Q	99	Remove Orbis security
2028	Q	20	Repair/renew stairs/handrails
4002	Q	40	Renew w.c. seat
4003	Q	40	Refix loose bathroom fitting
4008	Q	40	Carry out repair
4009	Q	40	Repair/renew taps
4011	Q	40	Renew plug
4015	Q	40	Drain down/refill system
4016	Q	40	Remove air lock/water hammer
4021	Q	40	Renew immersion heater
4025	Q	40	Repair overflow
4027	Q	40	Repair/renew radiator
4029	Q	40	Renew motorised valve
4411	Q	44	Replace CO detector
4412	Q	44	Service gas appliance
6002	Q	60	Repair heater
6003	Q	60	Repair/renew electric fire
6007	Q	60	Repair controlled entry system
6010	Q	60	Renew pendants
6011	Q	60	Renew pull cord and switch
6012	Q	60	Renew socket/s
6013	Q	60	Repair/renew fluorescent light
6016	Q	60	Repair extractor fan
6020	Q	60	Renew energy efficient bulb
6021	Q	60	Stair lighting follow-up repair
7000	Q	70	Reglaze with single panes (smashed)
7001	Q	70	Reglaze with D.G. unit (smashed)
7002	Q	70	Reglaze with toughened/safety glass (smashed)

Routine Repairs – 15 working days

Key	Priority	Trade	Description
600	R	6	Renew wall tiles
601	R	6	Renew floor tiles
602	R	6	Renew non slip flooring *
603	R	6	Tile layer – miscellaneous
1003	R	10	Repair/renew clothes pole
1005	R	10	Bricklayer – miscellaneous
1006	R	10	Fill/patch or brick up hole
1400	R	14	Erect scaffold and afterwards strip
1401	R	14	Scaffolder – miscellaneous
1602	R	16	Drainer – miscellaneous
1801	R	18	Repair metal gate
1802	R	18	Blacksmith – miscellaneous
1803	R	18	Service/ease windows
1804	R	18	Renew/repair window fitting
1805	R	18	Window fixer – miscellaneous
2005	R	20	Repair/renew timber gate
2006	R	20	Joiner – miscellaneous
2009	R	20	Remove plywood barricades from windows
2010	R	20	Ease/repair door
2012	R	20	Remove barricade from door
2015	R	20	Renew/repair ironmongery and fittings
2017	R	20	Renew upstand/mastic to bath
2021	R	20	Repair/renew unit door
2022	R	20	Repair/renew unit drawer
2023	R	20	Repair/renew unit fittings
2029	R	20	Renew mastic
2031	R	20	Repair/renew pulley
2032	R	20	Refit/renew bath panel
2033	R	20	Repair/renew timber windows
2034	R	20	Refit/renew/box in pipes
2035	R	20	Erect sign/notice board
2036	R	20	Replace shelf/rails/hat and coat hooks
2037	R	20	Supply and fit link security
2038	R	20	Gain entry for Housing Officer
2039	R	20	Renew window complete

Key	Priority	Trade	Description
3003	R	30	Slater – miscellaneous
3004	R	30	Repair/renew tiles or slates
3005	R	30	Renew mastic
3400	R	34	Repair flat roof
3402	R	34	Repair leak to garage
3403	R	34	Roofer – miscellaneous
4012	R	40	Disconnect/reconnect washing machine
4019	R	40	Renew cold water storage tank
4020	R	40	Renew cylinder jacket
4023	R	40	Renew cylinder
4026	R	40	Plumber – miscellaneous
4400	R	44	Repair gas appliance
4401	R	44	Renew gas appliance
4404	R	44	Gas – miscellaneous
4410	R	44	Renew gas boiler
5002	R	50	Plasterer – miscellaneous
6000	R	60	Disconnect/reconnect cooker
6006	R	60	Repair/renew security light
6009	R	60	Electrician – miscellaneous
6015	R	60	Renew extractor fan
6017	R	60	Repair roof fan
6018	R	60	Roof fan maintenance
6019	R	60	Electric heating maintenance
6401	R	64	Lifts – miscellaneous
6402	R	64	Lift maintenance
7003	R	70	Reglaze with single panes (cracked)
7004	R	70	Reglaze with D.G. units (cracked)
7005	R	70	Reglaze with toughened/safety glass (cracked)
7006	R	70	Glazier – miscellaneous
7007	R	70	Replace putty/seals
8000	R	80	Paint general surfaces
8001	R	80	Cover graffiti
8002	R	80	Anti-fungicidal wash
8003	R	80	Painter – miscellaneous

Non-Routine Repairs – 15 working days

Key	Priority	Trade	Description
1001	N	10	Renew slabs
1002	N	10	Repair footpath
1004	N	10	Build up fireplace
1800	N	18	Repair/renew railings
2004	N	20	Repair/renew garage doors *
2007	N	20	Repair/renew floor boards
2014	N	20	Renew internal door
2018	N	20	Renew sink unit *
2019	N	20	Renew kitchen unit *
2020	N	20	Renew worktop *
2024	N	20	Renew plasterboard
2025	N	20	Renew external door
2030	N	20	Repair/renew timber fence
3002	N	30	Patch roughcast
4000	N	40	Repair rainwater goods as detailed below
4004	N	40	Renew w.c. pan
4006	N	40	Renew cistern
4007	N	40	Renew w.h. basin
4017	N	40	Clean bathroom fitting
4018	N	40	Repair/renew shower
4022	N	40	Renew bath *
4402	N	44	Carry out gas safety check
5000	N	50	Repair plaster in patches
5001	N	50	Plaster complete surface
6001	N	60	Renew heater
9999	N	99	Out of hours tenant call

- All jobs will be post-inspected after the work has been completed.
- Repair marked with an asterisk (*) will be pre-inspected before the repair is ordered.

Miscellaneous Repairs

Key	Priority	Trade	Description
4028	C	40	Dry riser maintenance
9911	H	80	Decoration (Homeless Unit)
4405	M	44	Gas Maintenance Service Type A
4406	M	44	Gas Maintenance Service Type B
4407	M	44	Gas Maintenance Service Type C
4408	M	44	Gas Maintenance Service Type D
4409	M	44	Gas Maintenance Service Type E

APPENDIX 3

HOUSING SERVICE STANDARDS

Day to Day Repairs

How to contact us: The Housing Repairs Centre is based at 353 Clepington Road, Dundee DD3 8PL. Telephone: 434343

Reporting a Repair

We will:

- provide an emergency repairs service 24 hours a day, 365 days a year.
- offer a range of ways you can report a repair to us:
 - in person at our offices
 - by letter
 - by phone
 - online

When you Report a Repair

- You will be told what priority your repair is and given a timescale for completion of the work.
- We will offer you a convenient morning or afternoon appointment for all non-urgent repairs on a specific day.
- You will be offered a unique reference number for follow up enquiries.
- If we are not able to attend on the date agreed with you, we will contact you in advance and re-arrange the appointment.
- If you are not sure what the repair is we will carry out an inspection, within 5 working days.

Carrying out a Repair

We will:

- attend to all emergency repairs within 24 hours (e.g. burst pipes, no electricity).
- carry out all quick fix repairs within 5 working days (e.g. new sockets, repair overflows).
- carry out all routine repairs within 15 working days (e.g. door repairs, re-glaze cracked windows).

We will:

- provide proof of identity before entering your home.
- treat you with courtesy and respect and behave in a proper and professional manner at all times.
- take care of your property and possessions and protect them from damage, dust, paint etc.
- keep safe all materials and equipment used on site and avoid danger to you and your visitors.
- re-connect and test all services such as water, gas and electricity as soon as possible and wherever practical at the end of the working day.
- if required, provide a portable heater if your central heating breaks down and it cannot be repaired the same day.
- remove any repair rubbish from outside your home within one working day.
- carry out an annual safety check and service of your gas heating and hot water system, in accordance with gas safety requirements.
- send you a letter in advance of your due service, advising you that access to your home will be required and arrange a suitable time with you to carry it out.

Quality**We will:**

- carry out an inspection of any repair which has been reported as unsatisfactory to make sure the work gets done properly.
- carry out a survey of a sample of tenants who have recently had a repair completed.

Stair Lighting

- respond to a report of 'lights out' on communal stairs within 24 hours and where spare parts are required for a repair, we will order and complete the repair within 5 working days.

Essential Relet Standard

Properties for reletting are offered in a clean condition and fit for a prospective tenant to view.

The essential relet standard is the minimum standard of repair for empty properties which require work for re-occupation. This work will be undertaken before a new tenant moves in. The property will also be cleaned prior to the viewing.

In most cases other repairs, in addition to the minimum standard, will be required. These will be carried out after the new tenant has moved in. However, if the nature of the repairs prohibits a tenant from moving in or will inconvenience the tenant if carried out whilst the property is occupied, then the repairs will be carried out whilst the property is vacant and before the property is relet.

The minimum relet standard is:

Electrician
Check Sockets (Identify No. to Renew)
Check Pendants (Identify No. to Renew)
Check Switches (Identify No. to Renew)
Check CCU (Indicate if Renewal Required)

Window
Check for Windows Functioning (Identify No. to Repair)
Check for UPVC Doors Functioning (Identify No. to Repair)

Joiner
Check for Loose Floorboards (Identify Rooms where Re-secure Required)
Check for Doors Functioning (Identify Doors to be Eased)
Check Entrance Doors - Locking and Safe (Indicate of Repair Required)

Plumber
Check Hot and Cold Water Taps (Indicate No. for Repair / Renewal)
Renew WC Seat
Repair Cistern

This standard will be reviewed as part of the Lean System Review of the relet process.