

REPORT TO: HOUSING COMMITTEE – 16 DECEMBER 2002

REPORT ON: EMERGENCY REPAIRS

REPORT BY: DIRECTOR OF HOUSING

REPORT NO.: 830-2002

1. PURPOSE OF REPORT

- 1.1. The purpose of this report is to seek the Housing Committee approval for the attached list of overnight emergencies, daytime emergency and 3 day urgent repairs to be operated by the Housing Department and Dundee Contract Services as part of the Council's repairs service.

2. RECOMMENDATIONS

- 2.1. The Housing Committee are asked to agree the attached list of overnight and daytime emergency repairs and 3 day urgent repairs as outlined in Appendix 1.

3. FINANCIAL IMPLICATIONS

- 3.1. There should be no additional financial implications as a result of implementing this policy change. It is anticipated that cost savings will be made by reducing the volume of emergency repairs undertaken however, the effect of this is difficult to quantify.

4. LOCAL AGENDA 21 IMPLICATIONS

- 4.1. The objectives of the report are consistent with a number of Key Agenda 21 Themes, including access to good food, water, shelter and fuel at a reasonable cost, health is protected, access to skills, knowledge and information needed to enable everyone to play a full part in society.

5. EQUAL OPPORTUNITY IMPLICATIONS

- 5.1. There are no Equal Opportunity Implications as a result of this report.

6. BACKGROUND

- 6.1. In 1989 the Repairs Service Task Group consisting of Councillors, Council officers and the Dundee Federation of Tenants Associations proposed a list of repairs that can be undertaken on an emergency basis as part of a review of the Council's repair service. The current list of emergency repairs is therefore over 10 years old and no clear distinction is made between day and overnight emergencies.
- 6.2. There is a Repairs Service Working Group currently reviewing the existing repairs service. This group again consists of Councillors, Council officers and members of the Dundee Federation of Tenants Associations. As part of this wide-ranging review, encapsulating

the operations of both the Housing Department and Dundee Contract Services, it is appropriate to review the repairs that are currently undertaken. This includes the emergency repairs service.

- 6.3. The Directors of Housing and Dundee Contract Services consider that the existing classification of emergency repairs is out-of-date and no longer reflects tenants' current needs and aspirations.
- 6.4. Therefore, the Director of Housing in consultation with the Director of Dundee Contract Services and the Dundee Federation of Tenants Associations, has reviewed the list of appropriate repairs that should be carried out as emergencies. This review of the emergency repairs is part of a wider review of the types of repairs that the Council carries out in general and the technology used to facilitate this. However, the emergency repairs are being progressed separately to enable a revised list of emergency repairs to be piloted so that the final agreed list of emergency repairs can be incorporated into the recommendations of the Repairs Service Working Group review.

7. **EMERGENCY REPAIRS**

- 7.1. Overnight emergencies attract a 66% premium on the cost of a repair. In other words, if a repair costs £100 to carry out the bill will cost £166, the £66 being a premium charged for undertaking the work out-of-hours. Daytime emergencies attract a 10% premium and therefore a £100 repair would be charged at £110. It can be seen that undertaking a considerable number of repairs on the emergency service, particularly overnight emergencies, can attract high premiums which have no value to the tenant. By restricting the number of emergency repairs to a level that is appropriate to meet current tenants' needs and aspirations, then considerable savings can be made on the costs of the emergency repairs service. Therefore, by reducing the number of emergency repairs, less premium costs will be incurred and therefore more funds will be available to undertake lower priority repairs.
- 7.2. During 2000/2001 13% of all repairs were overnight emergencies and 20% were daytime emergencies. In total, premium charges were incurred on 33% of all repairs ordered.
- 7.3. During 2000/2001 Dundee undertook 13,712 overnight (A) repairs at a cost of £401,512. 21,132 daytime (B) repairs were undertaken at a cost of £772,859. The premium costs involved in this would have been £159,637 for overnight emergencies and £70,260 for daytime emergencies, representing a cost of £229,897 in premium charges.
- 7.4. The premium charge provides no value to the tenant as this is a cost to the Housing Department for carrying out emergency repairs. By restricting emergency repairs part of this money can be diverted to undertaking additional repairs that may not have otherwise been carried out.

8. **THREE DAY URGENT**

- 8.1. The repairs service has a 3 day timescale category for urgent repairs. These are repairs that need to be done quickly but not as an emergency and therefore do not attract a premium charge.
- 8.2. However, the criteria for this category has never been defined. Therefore the list also caters for 3 day (*urgent*) repairs by specifying the types of repairs that would fall into this

category.

- 8.3. A heavy reliance on 3 day (*urgent*) repairs can impact on the ability to meet lower priority targets such as the 10 day (*priority*) and 15 day (*normal*) repairs. Both Directors would prefer to clearly define the types of repairs undertaken in this category and therefore this category has been included in the emergency repairs list. During 2000/2001, 29% of all repairs were ordered as a 3 day priority.
- 8.4. Repairs not listed in the appendix would fall into the 10 or 15 day timescale at the Housing Officer's discretion.

9. THE NEW EMERGENCY REPAIRS LIST

- 9.1. Following consultation with the Director of Dundee Contract Services and Dundee Federation of Tenants Associations, the Director of Housing has compiled a revised list of emergency repairs. (*Appendix 1*).
- 9.2. This list is split by trade and lists all of the emergency repairs that would be carried out in the emergency service if the list was approved.
- 9.3. Under each trade the daytime emergency repairs and 3 day urgent priority repairs are listed. These would be the only repairs permitted to be carried out as an emergency. Overnight emergencies are indicated in bold type. Overnight emergencies are repairs that will be carried out during working hours as a daytime emergency attracting a 10% premium, but can also be undertaken out-of-hours attracting a 66% premium. The determination of when the repair falls into which category is determined by when the repair is reported by the tenant. Daytime only emergencies can only be carried out during working hours and where a daytime emergency repair is reported overnight it will be held until the following day before being carried out (*or following Monday if reported over the weekend*).
- 9.4. This list represents the current needs and aspirations of tenants expecting an emergency repairs service at an economical level. This list has been agreed by the Directors of Housing and Dundee Contract Services and the Dundee Federation of Tenants Associations.
- 9.5. It is intended to pilot the new emergency repairs for a period of 6 months to ensure that the list does accurately represent the needs of tenants. After the trial period the list will be revised in consultation with the Director of Dundee Contract Services and the Dundee Federation of Tenants Associations after which the final agreed list will be implemented as part of the new repairs service. At this time tenants will be informed of the types of repairs that will be carried out as emergencies.

10. CONCLUSION

- 10.1. The existing emergency repairs list is over 10 years old and the Directors of Housing and Dundee Contract Services have agreed a revised list of emergency repairs which is recommended for piloting for a period of 6 months, after which the list will be revised for implementation into the new repairs service.

11. CONSULTATION

11.1. The Directors of Dundee Contract Services and the Dundee Federation of Tenants Association have been consulted regarding the content of this report.

12. **BACKGROUND PAPERS**

The Repairs Service Task Group 1989.

The Repairs Service Working Group 2002.

ELAINE ZWIRLEIN
DIRECTOR OF HOUSING

5 NOVEMBER, 2002

Enclosed: Appendix 1 – Emergency Repairs List.

APPENDIX 1

EMERGENCY AND URGENT REPAIRS LIST

HOUSING DEPARTMENT

NOVEMBER 2002

JOINER

DAYTIME AND OVERNIGHT EMERGENCIES

Barricade broken window (tenanted or empty)
Tenant locked out including rechargeable for lost keys
External door post damaged/secure external door [RTR]
Gain entry/attendance for Police
Renew lock etc. after break-in [RTR]
Reinstate barricades
Window catch broken/window lock insecure [RTR]
Faulty handle inside/outside front door
Faulty/insecure external door lock [RTR]

DAY EMERGENCIES ONLY

Repair handrail (loose or detached) [RTR]
Unsafe floorboards or stair treads [RTR]

THREE DAY

New door panel to external door

[RTR] = Right to Repair Requirement

Note

Repairs listed under emergency category are day emergencies – Priority B.
Repairs in **BOLD** can also be ordered as an overnight emergency – Priority A.
Repairs listed under 3-day category are Priority C only.
All other repairs not listed are Priority D or E.

PLUMBER/DRAINER

DAYTIME AND OVERNIGHT EMERGENCIES

Water leak on any pipe [RTR]
 Burst to water system (Damage Limitation Work)
 Burst – reinstate water supply – WEEKENDS ONLY
 Flood from adjacent property
 MSD water pump failure (+ Electrician to assist)
 Choked WC pan [RTR]
 Choked stack [RTR]
 Choked waste pipe [RTR] – WEEKENDS ONLY
 Choked drain [RTR] – WEEKENDS ONLY
 Choked bath [RTR] – WEEKENDS ONLY
 Choked WHB – WEEKENDS ONLY
 Choked kitchen sink [RTR] – WEEKENDS ONLY
 Taps running full bore
 Renew WC pan when unusable
 Faulty cistern [RTR] – WEEKENDS ONLY
 Loss of water supply [RTR]
 Loss of space/water heating [RTR]

DAY EMERGENCIES ONLY

Choked waste pipe [RTR])
 Choked drain [RTR])
 Choked bath [RTR])
 Choked WHB) except weekends
 Choked kitchen sink [RTR])
 Burst – reinstate water supply)
 Faulty cistern/not flushing [RTR])
 Leak at drain, soil stack, toilet pan [RTR]
 Missing manhole cover

THREE DAY

WC cistern overflow
 Water tank overflow
 Replace component of heating system
 Water hammer/airlock
 Damaged WC pan or WHB
 Damaged bath (temporary repair)
 Fit new WC cistern
 Drain down system
 Refill system
 Replace burst cold water tank
 Renew cylinder/new boiler including immersion heater

[RTR] = Right to Repair Requirement

ELECTRICIAN

DAYTIME AND OVERNIGHT EMERGENCIES

All power off [RTR]

All lights off

All sockets off

Floor damage – isolation due to water damage

Fuses missing/blown

Stair lighting faulty (all off)

Exposed live wires

Smoke alarm going off (mains powered only)

MSD water pump failure (assist plumber)

Heating off (Any type)

Unsafe socket or light fitting

Renew fire bar/supply fire – WEEKENDS ONLY

Communal aerial amplifier units – WEEKENDS ONLY

Faulty immersion heating – WEEKENDS ONLY

Partial loss of power – WEEKEND ONLY

Cooker switch faulty – WEEKENDS ONLY

DAY EMERGENCIES ONLY

Faulty Immersion heater)

Renew fire bar/supply fire)

Partial loss of power [RTR]) except weekend

Cooker switch faulty)

Communal aerial amplifiers units)

THREE DAY

Electric shower faulty (Council provided only)

Faulty socket or switch (not cooker)

Faulty timer on central heating system

Faulty communal ventilation fan

Faulty stair light

[RTR] = Right to Repair Requirement

GAS FITTER

DAYTIME AND OVERNIGHT EMERGENCIES

Suspect gas leak – TRANSCO TO BE CONTACTED BY TENANT (RADIO ROOM HAS NUMBER)

Boiler off/loss of heating

Loss of gas supply [RTR] – TRANSCO TO BE CONTACTED BY TENANT (RADIO ROOM HAS NUMBER)

Water leak at Gas boiler

Gas central heating off

DAY EMERGENCIES ONLY

Blocked flue to boiler [RTR]

Faulty gas appliance

Follow up work from TRANSCO

[RTR] = Right to Repair Requirement

LIFT ENGINEER

DAYTIME AND OVERNIGHT EMERGENCIES

Any person trapped in lift

Any lift off in sheltered housing

One lift off in building where there are two lifts (up to 11.00pm)

Excessive lift noise

DAY EMERGENCIES ONLY

Faulty door

Faulty control panel

Buttons missing

Internal lights out

Door panel broken

THREE DAY

Indicator panel damaged/not lighting

GLAZIER

DAY EMERGENCIES ONLY

Reglaze on ground floor (window)

Reglaze barricaded window

THREE DAY

Reglaze cracked glass

Replace broken window (above ground floor)

Broken double glazed unit – both panes

OTHER TRADES

DAY EMERGENCIES ONLY

WINDOW FIXER

Broken window catch/lock [RTR]

Broken window restricter

SLATER

Slates/tiles missing + roof leaking

Metal roof leaking

Flue blocked (to open fire) [RTR]

Supply and fit tarpaulin/limit damage from water penetration

ROOFER

Fix roof leak (3 days for lock-ups)

MASON

Clear choked chute

Repair/replace manholes/covers