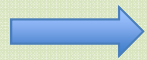


Housing Scrutiny
Commission -
Housing Repairs,
Oct 2019

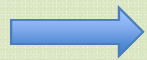
Evidence gathering so far

- Formal Interview (transcribed)
- Councillors Edwards, McCallum and Dixon-Fyle spent a day with Housing Repairs
- Visit to Islington Council (who took Repairs back in-house in 2014)
- Informal interview with Christine Bramman
- Cllr Williams attended Tenants Council to request views
- Tenants survey written and designed – published ASAP
- Call centre call recordings requested
- Missed appointments statistics

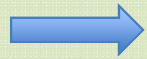
Forthcoming evidence gathering



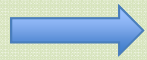
Collation of survey results



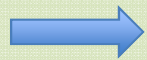
Complaints stats and member enquiry stats



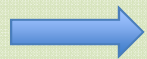
Collating views on call recordings



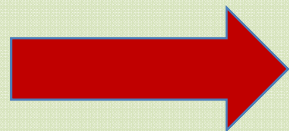
Email to all councillors re: casework



To receive formal written response from tenants council



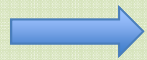
Follow up questions to officers



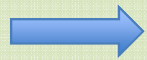
Report drafted December 2019



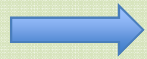
Themes emerging



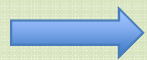
The verification of a complete repair is a significant problem – who decides when a repair is complete?



Our “service provider” model. Is SBS’s status as a semi-autonomous organisation part of the problem? Does the council need to take more ownership?

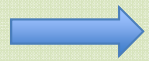


Continuing issues with statistics and surveying methods. Our recommendations should address the specifics.

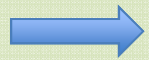


Mismatch between codes used to define calls and actual time spent

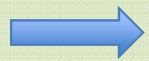
Themes emerging



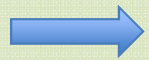
No checking on codes used. System potentially open to abuse.



Quality of materials is inconsistent. How are they sourced.



Call centre training and specialisation



Missed appointments still a significant issue.