

SERVICE STATEMENT FOR RESPONSIVE REPAIRS SERVICE

This Service Statement sets out the terms and conditions between the Exeter City Council and its partners – Signpost Services Ltd and Building and Electrical Services Team (BEST) for the delivery of the Responsive Maintenance and Voids service between the 1 April 2007 and the 31 March 2010.

The Exeter City Council, partners and tenants representatives have produced this document following a review of the current service.

This document shows the commitment of all parties concerned to work together to improve the service and to strive to deliver a more efficient and effective service for the benefit of all parties involved.

All parties recognise the need for continuous improvement over the period that the Service Statement applies and a statement by all parties is contained within showing a commitment to review all areas of the service.

This statement does not replace the current terms and conditions of the contract entered into by Exeter City Council with Signpost Services and BEST but rather enhances or alters some of them with the express objective of improving the Reactive Maintenance and Void service. Unless expressly mentioned below all current terms and conditions apply. The Exeter City Council with its partners wishes to explore innovative ways of upholding its statutory duties as well as providing its customers with an excellent service.

Performance Indicators

It is recognised that it is appropriate for the levels of service be monitored so that real improvements can be made. Service performance will be assessed in three ways –

- Complaints from customers
- Feedback from Exeter City Council staff
- Key performance indicators

Complaints from Customers

These indicators will be based solely around contact received from customers themselves. This may be by phone, in person, letter, fax or e-mail and will cover the following areas –

- Quality of work (such as actual work done or conduct, tidiness or manner of operative);
- Works completed late;
- Level of appointments kept (work for which a specific date and time has been given to the tenant).

The full details of how this information will be recorded and monitored is already set out in the additional preliminaries section of the Measured Term Contract.

Exeter City Council feedback

This will be based on post inspections undertaken by Exeter City Council. The areas covered will include –

- Quality of work undertaken and materials used.
- Quality of the payment applications made (this would relate to the rates used, items claimed for and the like).

The full details of how this information will be recorded and monitored is already set out in the additional preliminaries section of the Measured Term Contract.

Levels of Performance

Given the length of time that all parties have been involved delivering the service it is considered that high levels of customer satisfaction must be expected. Over any three month basis the overall customer satisfaction must be a minimum average of 95%, this will be calculated by comparing the number of orders raised and the number of validated complaints made by customers. During the period that this Service Statement applies an increase in this figure is expected so that at the end of the first year for any three months period the minimum average would be 96%, by the end of the second 97% and by the end of the third year 98%.

Key Performance Indicators

As well as the levels of performance expected as set out above the performance of the Responsive Maintenance and Voids service will be monitored using key performance indicators.

It is appropriate to use these indicators as they rely on information that is submitted by the contractors involved and validated by Exeter City Council.

- Percentage of orders completed on time by response category.
- Number of appointments kept.
- Repairs completed on first visit.
- Voids completed on time.

Levels of performance

Orders completed by response category.

Response Category	% Completed on time by 31.3.08	% Completed on time by 31.3.09	% Completed on time by 31.3.10
Emergency work	96%	97%	99%
Urgent work (next	96%	97%	98%

working day)			
Routine repairs (5 and 20 working days)	95%	96%	97%

Number of appointments kept

	By 31 March 2008	By 31 March 2009	By 31 March 2010
Number of appointments kept	95%	96%	97%

Repairs completed on first visit (targets to be confirmed following consultation)

Voids repair period

	By 31 March 2008	By 31 March 2009	By 31 March 2010
In days	15	12	10

It is anticipated that progress on performance indicators will form part of the regular Partnership Board meetings.

Response Times

Responsive Repairs

Every order will have a response category allocated to it when it is placed with the contractor. There will be four classes of response category –

- Priority E – Emergency works (same working day).
- Priority U – Urgent jobs (next working day).
- Priority A – Routine repairs (5 working days).
- Priority B – Routine repairs (20 working days).

Listed below are examples of work likely to fall within each response category that could reasonably be expected to be completed within the given time. The classifications are to be used as a guide only, the category allocated will be entirely at the discretion of the Contract Administrator and will be subject to review. A flexible approach is needed for elderly, disabled and vulnerable clients. An emergency repair is normally one that puts the health and safety or security of the tenant, or a third party, at immediate risk. Emergency repairs may also be carried out if the structure of the building is at risk.

Priority E – Emergency (Same Working Day)

- No hot water.
- Make safe dangerous walls/chimneys/ceilings etc.
- Boarding properties where insecure.
- Gain entry.
- Repairs to front or back door locks where unable to lock or unlock.
- Repairs to locks and handles on communal doors that is preventing access.
- Toilet not working (where only one in property).
- Blocked soil stacks in blocks of flats.
- Burst pipes or severe water leaks.
- Severe storm damage.
- Blocked flue.
- Blocked drains.

Priority U – Next Working day

- Leaking taps that cannot be turned off.
- Overflows going ‘full bore’
- Roof leaks.
- Replacing broken cistern or pan.
- Missing manhole covers.

Priority A – 5 Working days

- All other plumbing leaks.
- Overflows.
- Tap washers.
- Blocked gutters.
- Blocked waste pipes.
- Leaks to soil and vent pipes.

- Leaks to hot water cylinders.
- Renew/reset loose concrete step.
- Water main leaks.

Priority B – 20 Working days.

- All other everyday repairs not listed above.

Response categories – Void works

Priority 2 – 3 working days - Voids where only safety checks and any odd items of minor repair are required.

Priority 3 – 5 working days - Voids where safety checks are required plus works to bring property up to habitable standard but would include any one or a combination of the following - decorating up to two rooms, renewal of several but not all Kitchen units, replacing sanitary fittings.

Priority 4 – 10 working days – Voids where there is a combination of two or less of the following items required– Electrical rewire, renewal of all Kitchen units, renewal of all sanitary ware and bath, decorating of more than 2 rooms, minor structural repairs.

Priority 5 – 15 working days – Voids where there is a combination of 3 or more of the following items required- Electrical rewire, renewal of all Kitchen units, renewal of all sanitary ware and bath, decorating of more than 2 rooms, minor structural repairs.

Priority 6 – 20 working days – Voids where major structural works are required or where asbestos needs to be removed by a licensed contractor.

Out of Hours

The majority of works should be attended to during normal working hours. That is 8.30am until 5.00pm. Exeter City Council does not have a service to attend to work out of hours unless in an extreme emergency. Even if emergency works are attended to it will be only to make safe and full and proper repairs will be attended to during normal working hours.

The only repairs attended to out of hours will be those that could cause danger to health, residents safety or seriously damage or destruct property. This would include –

Type of work	Comments
Burst pipes	The operative who calls will isolate the water supply.
Blocked drains	
Blockage of only toilet	Customers should be advised they will be expected to pay if they have caused blockage.
Loss of all electrical power or light.	Have fuses been checked?
Making safe dangerous power or light.	Operative will only make safe.
Loss of heating between 1/11 and 1/5.	If call received after 2100hrs then advise

	will be attended to next day.
Loss of hot water.	Only where hot water required for medical needs or if young children in household.
Securing of properties.	
Gaining entry where keys lost.	Customer to be advised they will need to pay for work.
Attendance requested by emergency services.	

Repairs by Appointment

Appointments are currently made by the Contract Administrator and notified to the contractor. Presently appointments are made for 100% of all Reactive Maintenance orders for either a morning (0800 to 1200hrs) or an afternoon (1300 to 1800hrs) appointment slot.

Because this does not allow for fluctuations in the resources available to contractors, mainly due to staff leave or sickness and also because of the need to accommodate emergency works alongside pre-booked appointments, the required performance level for keeping appointments is a challenge to maintain.

To allow contractors a degree of flexibility to meet appointments the Contract Administrator will only make appointments with tenants for work within the curtilage of the property boundary. This will therefore exclude all works to communal areas of blocks of flats or works that do not affect any individual tenants property.

In future appointments will be made in the following time slots –

- Morning (0800 to 1200hrs);
- Afternoon (1300 to 1700hrs);
- All day (0800 to 1700hrs), this would normally be reserved for larger types of works;
- Outside school runs (0930 to 1430hrs)

Minor Responsive Orders

In an effort to improve the efficiency of the way that minor responsive orders are dealt with it is intended that a pilot will be established that will use a generic schedule of rates description and cost.

This will run initially for a period of three months after which it will reviewed and if necessary amendments or adjustments to the system made.

Full details of the scheme can be found in Appendix A of this document.

Geographical Areas Of Operation

As from the 2 April 2007 there will be alterations made to the areas that the two contractors – Signpost Services and BEST, carry out Reactive Maintenance and Voids work in.

This change in areas has been brought about because under the old arrangements the contractors depots were some distance from the areas they operate in. These adjustments will result in efficiency savings for all parties concerned.

BEST will exchange with Signpost Services the areas that they currently carry out work in – Whipton Barton (Contract B) area with some of the areas that Signpost Services currently work in - Exwick, Cowick, St Thomas, Alphington, Countess Wear and Topsham and the properties known as Grandisson Court.

The full list of streets to be exchanged are as follows –
BEST –

ALDENS ROAD	HEREFORD ROAD	RAGLANS
ASHLEIGH CLOSE	HEXWORTHY AVENUE	REDHILLS CLOSE
BEAUFORT ROAD	HIGHER BARLEY MOUNT	RIVER VIEW
BELVEDERE CLOSE	HIGHER WEAR ROAD	SAVILE ROAD
BOWHAY LANE	ISCA ROAD	SEABROOK AVENUE
BRIDGE ROAD	JOHN LEVERS WAY	SHILLINGFORD ROAD
BROADWAY	KESTOR DRIVE	SUNHILL AVENUE
BUDDLE LANE	LAKESIDE AVENUE	SWAN MAISONETTES
CECIL ROAD	LEGION WAY	TAUNTON CLOSE
CHAMBERLAIN ROAD	LITTLEWAY	THE BUNGALOWS MONMOUTH ST
CHANTER CT BSP WESTALL RD	LOCARNO ROAD	TOPSHAM ROAD
CHARNLEY AVENUE	LOWER WEAR ROAD	TRESILLIAN COTTS TOPSHAM
CHUDLEIGH ROAD	LYNFIELD GARDENS	WEAR BARTON ROAD
CHURCH ROAD	MANDRAKE ROAD	WEAR CLOSE
COWICK STREET	MERCER CT BSP WESTALL RD	WELLINGTON ROAD
ELY CLOSE	MERRIVALE ROAD	WHITE STREET
FAIRFIELD ROAD	MILL LANE	WILLINGS
FINGLE CLOSE	MORTIMER CT BSP WESTALL RD	
FLOWERPOT LANE	MOUNT WEAR SQUARE	
FOXTOR ROAD	MYRTLE ROAD	
GLASSHOUSE LANE	NELSON CLOSE	
GLOBEFIELD	NEWCOURT ROAD	
GORDON ROAD	NEWMAN COURT	
GRANDISSON COURT	NEWMAN ROAD	
GREEN LANE	NEWPORT ROAD	
GREENVIEW CT GLASSHOUSE LN	OAK ROAD	
GREENWAY	OKEHAMPTON ROAD	
GUYS ROAD	PINCES GARDENS	
HACCOMBE CLOSE	POWDERHAM CLOSE	
HALDON CLOSE	POWDERHAM ROAD	
HAMILTON ROAD	PRESCOT ROAD	
HAYES BARTON COURT	PROSPECT PLACE	

SIGNPOST SERVICES –

ALFORD CLOSE	LAXTON AVENUE
ALFORD CRESCENT	LEYPARK CLOSE
BARTON COURT	LEYPARK CRESCENT
BINFORD CLOSE	LEYPARK ROAD
BIRCHY BARTON HILL	LLOYDS COURT
BLACKTHORN CRESCENT	LLOYDS CRESCENT
BODLEY CLOSE	MULBERRY CLOSE
BONVILLE CLOSE	PIPPIN CLOSE
BOWRING CLOSE	RENNES HOUSE
BRAMLEY AVENUE	RIBSTON AVENUE
BROOK CLOSE	ROYSTON COURT
BROOKWAY	RUSSETT AVENUE
CARLYON CLOSE	SWEETBRIER LANE
CLIFFORD CLOSE	SYCAMORE CLOSE
DURHAM CLOSE	THORN CLOSE
EAST WONFORD HILL	THORNBERRY AVENUE
ENDFIELD CLOSE	THORNPARK RISE
GEORGES CLOSE	VAUGHAN RISE
HAMLIN GARDENS	VAUGHAN ROAD
HEADLAND CLOSE	WAYSIDE CRESCENT
HEADLAND CRESCENT	WHIPTON BARTON ROAD
HILL BARTON LANE	WHIPTON ROAD
HILL LANE	
HILL RISE	
HILLYFIELD ROAD	

Partnership Board

Exeter City Council believes that effective and meaningful communication between Partnership Board members at all levels is key to the successful delivery of the response maintenance service. As such the Board shall meet regularly to review and stimulate the progress of improvements within the maintenance service and the implementation of the Term Partnering Contract.

It is envisaged that Partnership Board meetings will address the following issues: -

- Continuous improvement proposals
- Feedback from customers – in terms of satisfaction and complaints
- Changes in policy/statute/standards of services likely to affect the Term Programme

The Partnership Board consists of staff from Exeter City Council, Signpost Services and BEST, together with tenant representatives nominated from the Tenant and Leaseholder Consultation Group.

Continuous Improvement

The Council is committed to delivering the service to the required quality, within budget and on time. An ongoing process of development of the Service and continuous improvement is important and all parties will be required to be committed to this objective.

It is not acceptable that the level of service to customers maintains at any one level. All parties must strive to consider, discuss and where appropriate implement alterations to the service with the objective of delivering a constant excellent service.

It is not considered appropriate that any amendments to the service will be carried out without the full consent of the parties concerned.

Any party may bring to the partnership meetings any item or topic which they consider would improve the way the service is delivered. It is anticipated that these following areas will be reviewed although this in no way is a complete list –

- Introduction of handyman service.
- Review of schedule of rates in an attempt to reduce the overall number of items and to move towards more generic rates.
- Introduction of payments for out of hours calls.
- Improved electronic communication for orders, completion dates, stage updates and invoicing.
- The way appointments are made and allocated.
- Development more joint working.
- Alterations to the minimum charge rate.

REACTIVE MAINTENANCE CONTRACT REVIEW – PROCEDURE WITH DEALING WITH MINOR RESPONSIVE MAINTENANCE ORDERS

General Issues

It has been identified through discussions with our contractors and by external consultants (Vanguard) following a service review that the current method of ordering minor responsive maintenance orders contains evidence of wastage and inefficiencies.

Through joint discussions with our contractors several ways of reducing this wastage and therefore improving efficiency have been proposed. This procedure further develops one of these ideas by introducing one generic rate and schedule item to deal with an agreed list of minor responsive repairs.

This will be first introduced in a pilot form and will run from the 5 February 2007 until 7 May 2007. At the end of each four-week period throughout the pilot the financial position of all parties will be reviewed and either side will have the opportunity to withdraw from this arrangement.

For the purpose of this trial the agreed rate for these items is [rates agreed separately with each contractor – e.g. £47.00 with Signpost]. It is anticipated at the end of the pilot a more precise rate can be calculated.

Work Types

Only certain work types would be issued using the generic SOR number for minor reactive works and these are listed in the attached appendix.

This arrangement will only currently apply to minor reactive maintenance building works.

This arrangement will apply to orders raised by the Housing Assistants in the Housing Unit. All other orders will be raised as they are currently using the appropriate schedule of rates item.

The Housing Unit will not over specify work on an individual order by, for example, asking for several disparate jobs to be completed at the same time. It is acceptable however for jobs of a similar nature, i.e. tap washers and a ball valve, to be raised on the same order for the same address.

Additional Works

When additional works are required to complete the order to a satisfactory standard these will be done with no claim made against the Housing Unit for these extras under the following conditions –

- The total value of the works must not exceed £100.00.
- The additional work must be connected in some way to that on the original order. For example – Re-washing taps when the original order was also a plumbing repair.

If additional works are discovered that fall outside the above conditions then a request will be made to cancel the original generic order and raise a new one.

Types of repair –

Leaking taps
Rewashing taps
Leaking pipes
Changing door locks.
Cistern's not flushing.
Drawer repairs.
Overflows
Easing of doors.
Securing properties. Eg one window or door
Refix loose wc pan
New WC seat
Renewal of immersion heater
Leak to hot water cylinder
Gaining entry
Clearing any waste pipes
New door hinges
Refixing loose washbasin
Faulty locks.
Water hammer
Airlock to water system.
Waste pipe leak.
Attend to roof leak.
Missing roof slates/tiles (to single storey buildings)
Rehang cupboard door.
Refix grab rail
leaking shower
Reline indoor clothes line
Reline exterior washing line
Refix loose floorboard
New h/w cylinder jacket
Adjusting communal door closers
Call outs
Boarding up after glass smashed eg one window or door
Leak to WC pan
Investigate underground pipe leaks
Leak to washing machine plumbing
Water pressure problems