

Repairs

Approximately 13,200 repairs were carried out by our partnering contractors Mears and Gas Call, resulting in an average of four repairs per property. This is in line with the sector average and similar to the number of repairs carried out last year.

Breakdown	Total spend	Average cost per job
Total spend on day-to-day repairs for 2022/23	£2,445,878	£205
Total spend on repairs to tenants' homes	£1,451,250	£142
Total spend on communal repairs	£994,627	£291

The average cost of repair is comparable to last year's spend, when inflationary increases in building materials and labour costs are taken into account.



Mears performance 2022/23

Performance Indicator	2022/23	Status	Current Target
% emergency jobs completed on time	99.96%	On target	98.5%
% urgent jobs completed on time	97.15%	Within 5% of target	98.5%
% all jobs completed on time	94.95%	Within 5% of target	98%
Average days to complete non-urgent works	16 days	Off target	10 days
% appointments made and kept	96.85%	On target	96%
% work completed in one visit	81%	On target	80%

Gas Call performance over 2022/23

Performance Indicator	2022/23	Status	Current Target
Service compliance	99.8%	Within 5% of target	100%
Appointments made	99.5%	Within 5% of target	100%
Repairs completed within timescales	97.5%	On target	98%
First time fix	85%	On target	85%
Response to emergency priority	98.2%	On target	98%
Response to vital priority	98.4%	On target	98%
Response to urgent priority	98.7%	On target	98%
Response to routine priority	98.2%	Within 5% of target	100%
Appointments made and kept	99.5%	On target	98%
Install appointments made and kept	100%	On target	100%

Mears has consistently delivered a good level of service, as evidenced by positive customer satisfaction ratings, prompt response times for repairs and completion rates. As a result, we extended their contract to its fullest term to end in March 2025. We aim to further enhance their service quality during the upcoming year by improving appointment reliability and communication when follow-up work is necessary after an initial visit.

Maintaining a strong focus on safety, we have prioritised investments in fire safety measures, including the repair and replacement of fire doors and upgrades to fire compartmentation.

Our heating contractor, Gas Call, performed well overall during the year, but encountered difficulties in December when there was an unusually high demand for heating repairs. We attribute this to people waiting longer to switch on their heating due to the rise in fuel costs, which coincided with a significant temperature drop that month. Gas Call's contract ended in March, and BSW Heating took over as our new service provider from 1 April 2023.

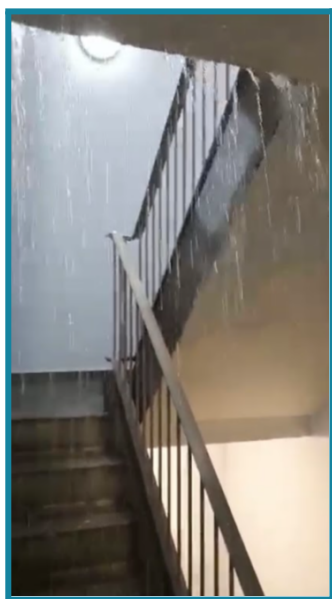
Post inspections

Our Maintenance Inspectors aim to inspect 10% of repairs carried out by Mears and Gas Call, after completion. The purpose of the inspection is to check the quality of repairs carried out by our contractors. Our maintenance team carried out a total of 1,320 post inspections in 2022/23. This equates to approximately 11% of repair orders raised. The inspections support that repairs are of a high standard.

Staner Court water tank flood

On 1 December 2022, a major water leak occurred at Staner Court in Ramsgate. Water poured from tanks in the loft space, flooding the communal areas to such an extent that the electricity supply had to be turned off in the communal area. This meant that there was no communal lighting, heating, lifts or TV aerial. The clear up operation was extensive, and included drying out the electrics so that normal service could be restored as quickly as possible.

TLS teams worked with our contracting partners to ensure that a potentially catastrophic event was quickly brought under control and rectified. Officers and contractors were on site to clear up the flood and to contact residents who needed extra assistance.



Customer satisfaction - repairs

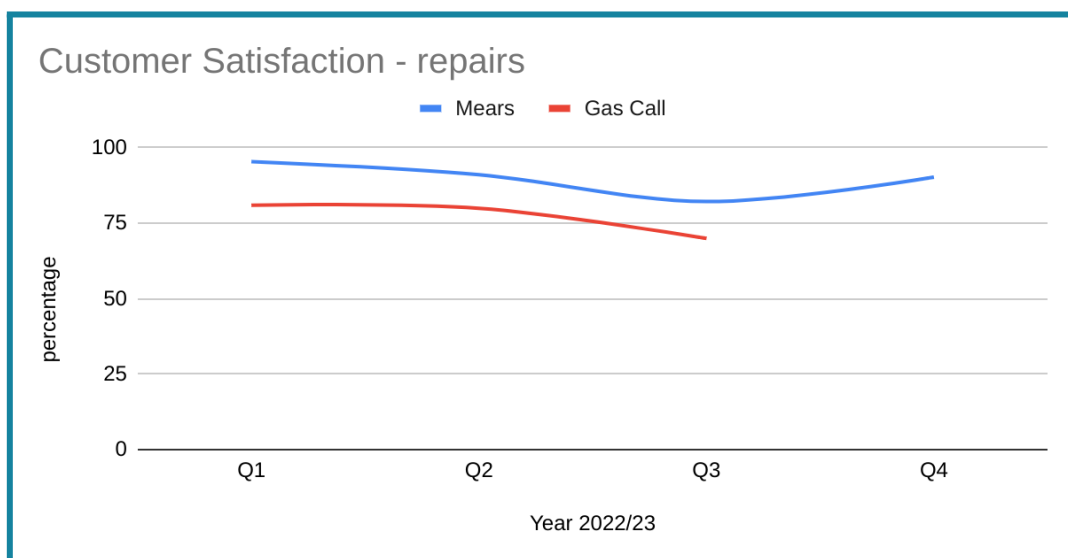
Average satisfaction results for Mears and Gas Call for 2022/23

Mears	89.75%
Gas Call	77%

We introduced a new Repairs Satisfaction Survey in January 2022. This has helped us to pinpoint reasons for dips in performance and to use this information to drive improvement.

For example:

Customer satisfaction for Mears dipped during the third quarter. The survey highlighted an issue with communication when a repair required further work. Mears put measures in place to address this and satisfaction improved in the fourth quarter, shown in the chart below.



The chart shows that Gas Call's performance was in decline during 2022/23. They were unable to produce the relevant statistics in the final quarter. This is not a true reflection of Gas Call's performance however, but reflects the low rate of return of satisfaction surveys. As this was the final year of Gas Call's contract with us, they did not want to commit resources to improving return rates.

Void (empty) properties

The 'void period' is the time that a property is empty between a tenant moving out and before a new tenant moves in. During this time, our Voids team works to bring our properties up to a good standard for the new tenant.



Our Voids team



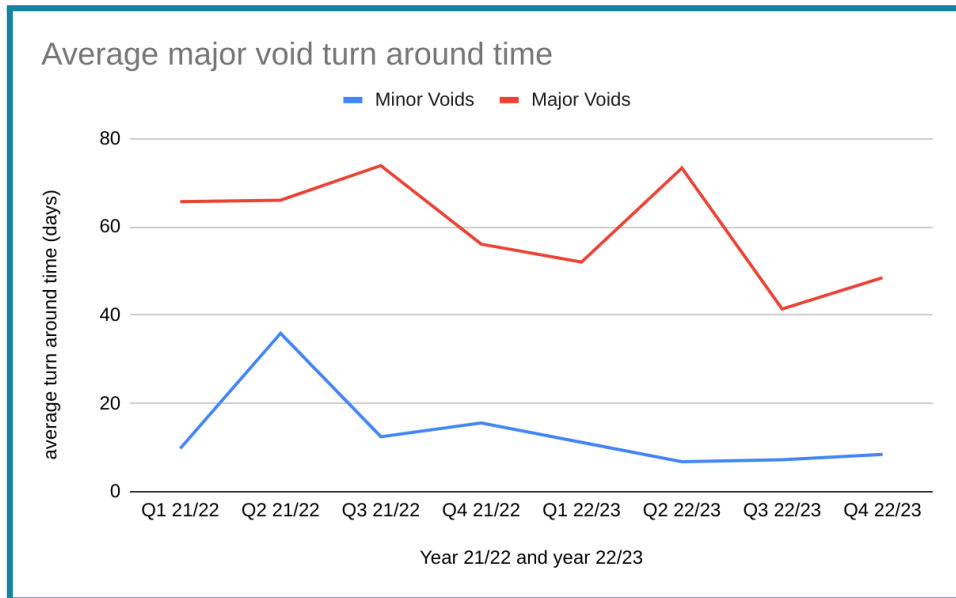
New tenants

Many properties need to be completely refurbished when they are returned to us. This means higher costs and a longer turnaround time. If we can minimise the amount of time that a property is empty, we can provide homes to people that need them faster and increase income into the Housing Revenue Account, to be spent on future service and property improvements.

The table below shows the average time it takes us to turn around a void property and the target we are working towards:

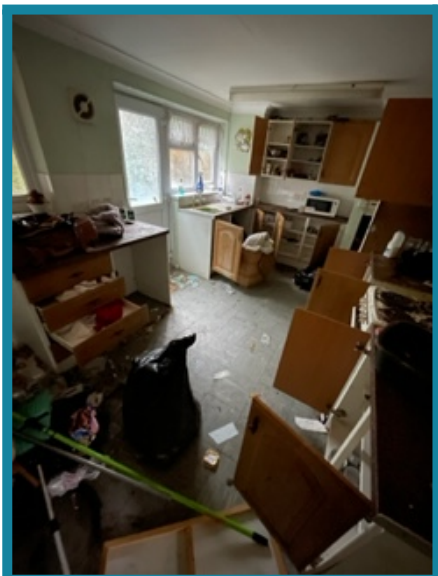
Average re-let time	Actual	Target
Excluding properties needing major works	8.4 days	16.6 days
Including properties needing major works	53.8 days	22.5 days

We improved our turnaround time during 2022/23 through the creation of a dedicated Void team, and working in partnership with Mears, as shown in the next chart.



Costs associated with void properties:

Rent loss through voids 2022/23	£247,213.32
Average cost of void work per property 2022/23	£11,092
Cost of work carried out that was the responsibility of the former tenant	£150,202.00



A kitchen before and after refurbishment in a void property

Snapshot of the works carried out in our void properties during 2022/23:

Kitchens replaced	44
Bathrooms replaced	19
New heating	28
Rewiring	11
Fire doors replaced	17

We re-let a total of 143 properties in 2022/23

Number of bedrooms	4 bedroom	3 bedroom	2 bedroom	1 bedroom	Studio
Number of re-lets	2	18	69	42	12

Resident Tina told us about her experience of becoming a new tenant

‘The overall new tenancy experience has exceeded expectations. All too often you hear the negative, very rarely the positive. Mine was a very positive experience, which without the care and attention of the Voids Officers and many more behind the scenes would not have been possible.

I’ve taken part in three focus groups so far and enjoy being able to contribute in resident involvement activities.’

Capital Programme

Every year we spend money on our homes, to maintain and keep them safe, ensuring that they meet the Decent Homes Standard and our residents' needs.

In 2022/23 we invested £4,279,292 in our existing properties. Works included kitchen and bathroom renewals, roof replacements, the installation of windows, boiler replacements, lift refurbishment and fire safety works.

We did not complete our capital programme in 2022/23 due to a couple of our key contractors going into administration. This meant that we had to focus on procurement activities. We are procuring the following contracts, to go live during 2023/24:

- Interim kitchen and bathroom replacement (cover emergency replacements)
- 7 year kitchen and bathroom replacement (for the cyclical programme)
- Replacement wooden windows
- Refurbishment of lifts at Invicta House

Within the capital programme for 2022/2023 we have carried out the following works:

- 14 lifts were refurbished across 7 blocks
- 2 tower block water tanks were replaced
- external decorations carried out at 112 properties
- 3 pitched roofs were replaced
- new boilers installed at 86 properties
- 25 doors replaced, as part of void works



Before and after - Trove Court water tank replacements

