

Subject: Responsive Repairs

Report to: Management Team – 19<sup>th</sup> February 2018  
Housing and Neighbourhoods – 1<sup>st</sup> March 2018

Report by: Head of Property and Asset Management

**SUBJECT MATTER/RECOMMENDATIONS:**

This report outlines responsive repairs statistics for Community Housing for the two and a half year period from 30<sup>th</sup> March 2015 to 1<sup>st</sup> October 2017 and asks the Committee to confirm the policy of recharging for areas of the business identified as Tenant Responsibility through 'The Tenants Handbook' (page 11).

**1. INTRODUCTION**

This report seeks to clarify the information contained within The Tenants Handbook and confirm methods of delivery for all concerned. The handbook is clear around Tenant Repair responsibilities and the following is an extract from the current handbook (page 11)

“As a tenant you are expected to make sure that your home, garden and balcony (if you have one) are kept clean and tidy and free from rubbish and not neglected.

You are responsible for minor repairs, internal decoration and deliberate or accidental damage. This includes:

- Minor repairs such as replacing bath and sink plugs, replacing light bulbs except sealed units, internal door handles, unblocking sinks cleaning windows etc.
- Internal decoration within your home, this does not include shared areas such as landings or entrance halls.
- Maintenance on your garden as included in your tenancy agreement, not including communal areas.
- Deliberate or accidental damage by tenants, children or visitors, such as broken glass or damaged doors. This does not include criminal damage that has been reported to the police and has a crime reference number.
- Lost security entrance door keys and fobs which can only be purchased from the council.

Repair Re-charges – We are committed to being clear about what work we are responsible for and any work residents are responsible for. Being consistent regarding the way decisions are made about recharging helps us manage the repairs and maintenance budget. This money can then be spent on looking after and improving all residents' homes.”

## 2. REPAIRS INFORMATION

The information in appendix 1 provides a range of statistics based on the current service delivered by Community Housing Responsive Repairs.

Community Housing stock levels have reduced over the two and a half year period from 5901 to what is anticipated as approximately 5800 by the end of the 2017/18 financial year. The number of repairs reported and actioned remains particularly high for our stock level with average number of jobs per dwelling being 4+ per annum (excluding heating related calls) it is anticipated that this would rise to 6 with heating calls included against an industry average of 2-3 calls per annum for all services.

The data also includes for information the top 10 dwellings visited with these properties reporting and receiving between 14 and 40 jobs on average per year.

The types and range of service requests vary greatly however there are a number of areas for which works are currently carried out which could fall within the tenants responsibility as outlined in the introduction to this report. The following table highlights drainage jobs alone and the total number undertaken over the period would equate to approximately 2800 per year which is the equivalent to just short of 50% of Community Housing properties per annum.

Types of Received Drainage Jobs for All Dwellings								
Drainage Job Type	2015-16		2016-17		2017-18		2017-18 Projected	
	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total
Drainage	2200	11%	2075	11%	923	9%	1818	9%
Blocked Drainage	1855	9%	1653	8%	743	7%	1464	7%
Blocked Shower	80	0%	64	0%	35	0%	69	0%
Blocked Sink/Basin	480	2%	447	2%	195	2%	384	2%
Blocked Bath	213	1%	225	1%	102	1%	201	1%
Blocked Pan	445	2%	311	2%	180	2%	355	2%

Based on an average cost of £30 per visit purely for unblocking services this could cost a total of £84,000 per annum.

## 3. FINANCIAL IMPLICATIONS

As Members will be aware a significant investment programme has been agreed for the stock and every effort is being taken to ensure all retained Community Housing stock will be classed as “Decent” by the next Stock Condition Survey in 2022. It is essential as part of this process that we continue to review areas of the business which should incur a recharge as has been identified in the above information.

It is not suggested that we refuse to undertake calls in relation to work that may incur a recharge purely that we should be clear with tenants that this could incur a charge and that if they wish they could arrange for the work to be dealt with privately.

As has been mentioned previously this is not a change to the Tenancy Handbook rather a confirmation and verification of the position.

#### 4. **RISK IMPLICATIONS**

This policy is clearly documented within the Tenants Handbook so risks associated with any implementation of the terms would be limited however it is noted that in certain circumstances it may be necessary to undertake works without agreeing the recharge in advance particularly if the impact is likely to be wider than the individual tenant.

#### 5. **CONCLUSIONS**

To confirm the Council's position with reference to 'The Tenants Handbook' with the introduction of a recharging policy to address areas of the business that would be classed as tenant responsibility and appropriate for recharge.

#### 6. **RECOMMENDATIONS**

To note the responsive repairs statistics for the period 30<sup>th</sup> March 2015 to 1<sup>st</sup> October 2017 confirming the policy of recharging for areas of the business identified as Tenant Responsibility through 'The Tenants Handbook' (page 11).

#### 7. **BACKGROUND PAPERS**

Tenants Handbook

Liaison Board Report – Responsive Repairs Statistics.

Area for consideration	Comment
Monitoring Officer Consultation:	
Section 151 Officer Consultation:	
Existing Council Policies:	Considered
Financial Implications (including VAT and tax):	Considered
Legal Implications (including human rights):	Considered
Risk Implications:	Considered
Equality Issues/EQIA assessment:	None
Crime & Disorder:	None
Every Child Matters:	Considered



## Responsive Repairs Statistics

### Jobs Received Between 30 March 2015 and 01 October 2017

Business Name
Great Yarmouth Norse (GYN)

Prepared By
Lewis Beales

Prepared Date
30 October 2017

#### Report Period

This report analyses jobs received in Total during the three financial years between the beginning of 2015-16 Q1 (30 March 2015) and the end of 2017-18 Q2 (01 October 2017). Data stored within Total for jobs received before the start of the report period was found to be either inaccurate, irregular or unavailable.

#### Stock

The stock included in this report is individual properties grouped under the heading of 'Dwellings'. Any jobs against stock not covered by this heading have been excluded, such as blocks, common areas, and garages.

#### Job Records

Jobs that do not correspond to physical repairs to a dwelling have been excluded from this report, such as jobs raised in error or for system testing. Jobs set to 'Cancelled' status within Total have also been excluded, but some jobs may have been incorrectly set to 'Completed' status where no access has occurred.

### Dwellings

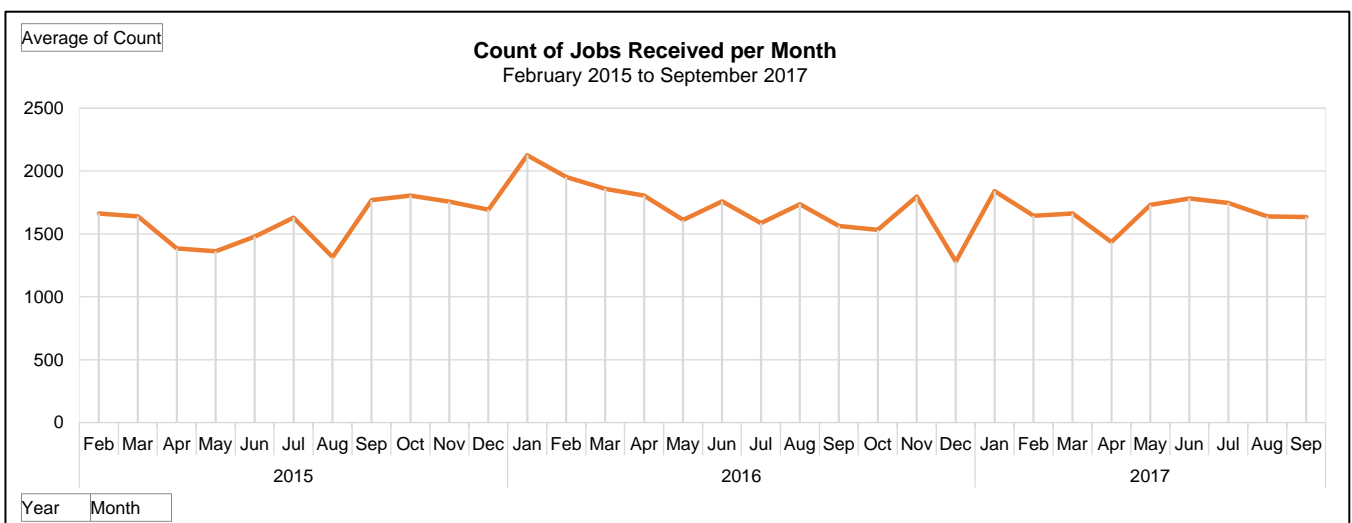
Total Dwelling Stock				
Financial Year Range	Current Stock	Sold During Period	Leasehold Stock	Combined Total
2015-16	5901	33	342	6276
2016-17	5871	25	347	6243
2017-18 YTD 6 Periods	5842	23	353	6218
2017-18 Projected	5783	53	359	6195

NB: For the financial years between April 2015 and March 2017, 30% more properties were sold during Q3-4, which translates to the 2017-18 projection above. It has been assumed that no jobs would have been raised against any properties sold before the start of the reporting period.

Dwellings Visited and Jobs Received				
Financial Year Range	Dwellings Visited	% of Total	Received Jobs	Avg. Jobs per Dwell.
2015-16	4931	78.57%	20396	4.14
2016-17	4842	77.56%	19751	4.08
2017-18 YTD 6 Periods	3578	57.54%	10159	2.84
2017-18 Projected	4818	77.77%	19825	4.11

NB: 3% less jobs were received in Q3-4 of 2016-17 than in Q1-2, this statistic has been used to predict the number of jobs for Q3-4 2017-18.

Frequency of Visits to Dwellings							
Financial Year Range	1 Visit	2 Visits	3 Visits	4 Visits	5 Visits	6+ Visits	Avg. Jobs per Month
2015-16	1107	925	766	533	411	1189	1700
2016-17	1150	876	709	544	389	1174	1646
2017-18 YTD 6 Periods	1312	797	534	321	209	405	1693
2017-18 Projected	1026	784	796	539	417	1255	1652



The next tables analyse the **top 10 dwellings by most received jobs** for the 3 financial years included in this report. Each table lists the top 10 dwellings for the specified year and tracks any variation in received jobs across all years.

2015-16 Top 10 Dwellings							
Dwelling	Variation	2015-16	2016-17	2017-18	Projected	Projected 3 Yr. Total	Avg. Jobs per Year
1 A		58	38	12	24	120	40
2 A		42	31	8	16	89	30
3 A		42	17	1	2	61	20
4 A		29	26	20	39	94	31
5 A		28	11	16	32	71	24
6 A		27	8	6	12	47	16
7 A		26	4	0	0	30	10
8 A		26	11	7	14	51	17
9 A		26	9	4	8	43	14
10 A		24	19	9	18	61	20

2016-17 Top 10 Dwellings							
Dwelling	Variation	2015-16	2016-17	2017-18	Projected	Projected 3 Yr. Total	Avg. Jobs per Year
1 B		5	49	1	2	56	19
2 B		5	43	4	8	56	19
1 A		58	38	12	24	120	40
3 B		1	33	7	14	48	16
2 A		42	31	8	16	89	30
4 B		0	30	2	4	34	11
5 B		9	27	17	33	69	23
6 B		12	27	7	14	53	18
7 B		7	26	7	14	47	16
8 B		11	26	2	4	41	14

2017-18 Top 10 Dwellings							
Dwelling	Variation	2015-16	2016-17	2017-18	Projected	Projected 3 Yr. Total	Avg. Jobs per Year
1 C		9	11	23	45	65	22
2 C		13	6	23	45	64	21
3 C		9	7	21	41	57	19
4 C		8	5	20	39	52	17
4 A		29	26	20	39	94	31
5 C		1	15	20	39	55	18
6 C		22	8	19	37	67	22
7 C		6	7	18	35	48	16
8 C		8	3	17	33	44	15
5 B		9	27	17	33	69	23

The next two tables compare the **proportion of jobs for the top 10 and 50 dwellings**. In 2015-16 the top 10 dwellings were proportionately 0.16% of all dwellings, but the jobs against those dwellings were 1.61% of all jobs, which means that 10x more jobs were received for the top 10 properties compared to the average for the remaining properties.

Received Jobs for the Top 10 Most Visited Dwellings				
Financial Year Range	No. of Dwellings	% of All Dwellings	No. of Jobs	% of All Jobs
2015-16	10	0.16%	328	1.61%
2016-17	10	0.16%	330	1.67%
2017-18 YTD 6 Periods	10	0.16%	198	1.95%
2017-18 Projected	10	0.16%	317	1.60%

Received Jobs for the Top 50 Most Visited Dwellings				
Financial Year Range	No. of Dwellings	% of All Dwellings	No. of Jobs	% of All Jobs
2015-16	50	0.80%	1129	5.54%
2016-17	50	0.80%	1098	5.56%
2017-18 YTD 6 Periods	50	0.80%	711	7.00%
2017-18 Projected	50	0.81%	1138	5.74%

The table below shows the proportion of jobs received across the period **split by the areas within the Borough**. The difference in the split by area of received jobs between Q1-2 and Q3-4 for all years was negligible, which is demonstrated through the 2017-18 projection.

Count and Proportion of Jobs by Great Yarmouth Borough Areas								
Financial Year Range	Rural North		Rural South		Urban North		Urban South	
	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total
2015-16	2400	12%	1235	6%	7357	36%	9404	46%
2016-17	2311	12%	1402	7%	6698	34%	9340	47%
2017-18 YTD 6 Periods	1277	13%	608	6%	3474	34%	4800	47%
2017-18 Projected	2492	13%	1186	6%	6779	34%	9367	47%

The below tables considers the **frequency of job types** for the top 50 dwellings and all dwellings across the period. The figures can only be indicative due to limitations when identifying job types. Each job description is scanned for key terms or phrases, which means a job description such as "Repair **plaster** around **kitchen** ceiling **lamp** following **OOH leak** from upstairs **toilet** " will appear in 6 categories.

**Types of Received Jobs for the Top 50 Dwellings**

Job Type	2015-16		2016-17		2017-18		2017-18 Projected	
	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total
Out of Hours	109	10%	74	7%	72	10%	142	12%
Doors	186	16%	162	15%	107	15%	211	19%
Windows	90	8%	98	9%	70	10%	138	12%
Flooring	49	4%	67	6%	37	5%	73	6%
Bathroom/Toilet Work	322	29%	311	28%	168	24%	331	29%
Kitchen Work	193	17%	179	16%	108	15%	213	19%
Leaks	88	8%	83	8%	57	8%	112	10%
Drainage	104	9%	98	9%	51	7%	100	9%
Lamps, Bulbs and Lights	71	6%	72	7%	34	5%	67	6%
Plastering	115	10%	84	8%	43	6%	85	7%

**Types of Received Jobs for All Dwellings**

Job Type	2015-16		2016-17		2017-18		2017-18 Projected	
	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total
Out of Hours	2117	10%	1847	9%	925	9%	1822	9%
Doors	3132	15%	2960	15%	1506	15%	2967	15%
Windows	1707	8%	1682	9%	911	9%	1795	9%
Flooring	688	3%	636	3%	336	3%	662	3%
Bathroom/Toilet Work	6342	31%	5780	29%	2930	29%	5772	29%
Kitchen Work	3621	18%	3432	17%	1741	17%	3430	17%
Leaks	1923	9%	1768	9%	961	9%	1893	10%
Drainage	2200	11%	2075	11%	923	9%	1818	9%
Lamps, Bulbs and Lights	2406	12%	2177	11%	944	9%	1860	9%
Plaster Work	656	3%	597	3%	227	2%	447	2%

**Types of Received Drainage Jobs for All Dwellings**

Drainage Job Type	2015-16		2016-17		2017-18		2017-18 Projected	
	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total
Drainage	2200	11%	2075	11%	923	9%	1818	9%
Blocked Drainage	1855	9%	1653	8%	743	7%	1464	7%
Blocked Shower	80	0%	64	0%	35	0%	69	0%
Blocked Sink/Basin	480	2%	447	2%	195	2%	384	2%
Blocked Bath	213	1%	225	1%	102	1%	201	1%
Blocked Pan	445	2%	311	2%	180	2%	355	2%

### Additional Data

**Blocks Visited and Jobs Received**

Financial Year Range	Blocks Visited	% of Total	Received Jobs	Avg. Jobs per Block
2015-16	391	73.63%	2947	7.54
2016-17	405	76.27%	3277	8.09
2017-18 YTD 6 Periods	361	67.98%	1412	3.91

**Count of Excluded Jobs by Heading**

Financial Year Range	Common Areas, Communal Rooms	Garages, Garage Blocks, Sheds
2015-18 (2 Years 6 Periods)	637	347



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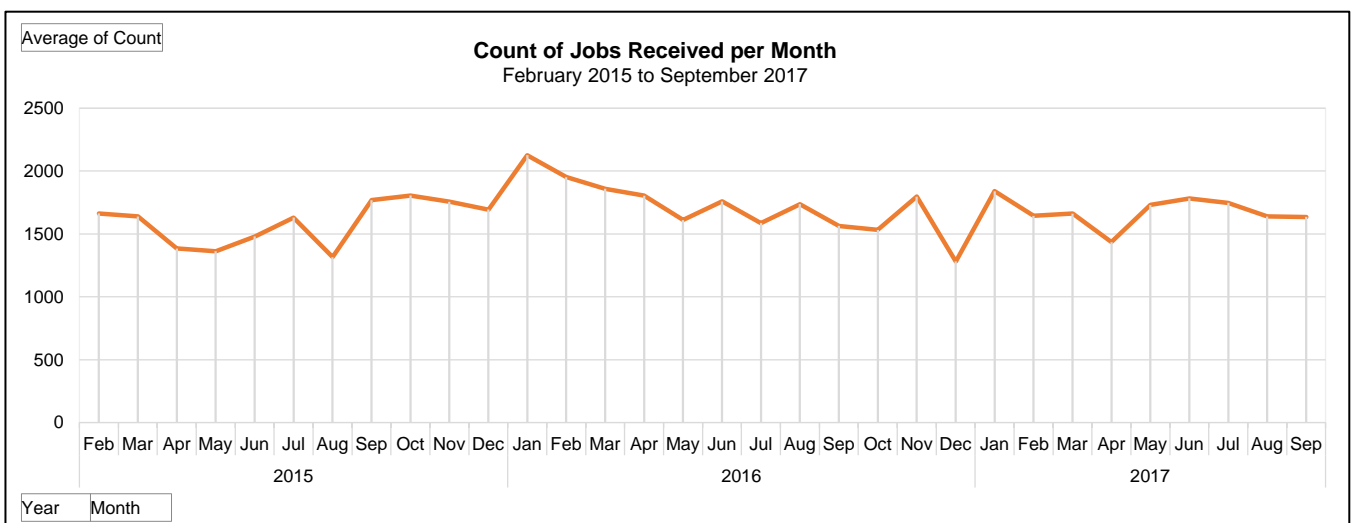
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NB: 3% less jobs were received in Q3-4 of 2016-17 than in Q1-2, this statistic has been used to predict the number of jobs for Q3-4 2017-18.

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3 B		1	33	7	14	48	16
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4 B		0	30	2	4	34	11
5 B		9	27	17	33	69	23
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7 B		7	26	7	14	47	16
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2017-18 Top 10 Dwellings							
Dwelling	Variation	2015-16	2016-17	2017-18	Projected	Projected 3 Yr. Total	Avg. Jobs per Year
1 C		9	11	23	45	65	22
2 C		13	6	23	45	64	21
3 C		9	7	21	41	57	19
4 C		8	5	20	39	52	17
4 A		29	26	20	39	94	31
5 C		1	15	20	39	55	18
6 C		22	8	19	37	67	22
7 C		6	7	18	35	48	16
8 C		8	3	17	33	44	15
5 B		9	27	17	33	69	23

The next two tables compare the **proportion of jobs for the top 10 and 50 dwellings**. In 2015-16 the top 10 dwellings were proportionately 0.16% of all dwellings, but the jobs against those dwellings were 1.61% of all jobs, which means that 10x more jobs were received for the top 10 properties compared to the average for the remaining properties.

Received Jobs for the Top 10 Most Visited Dwellings				
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Financial Year Range	No. of Dwellings	% of All Dwellings	No. of Jobs	% of All Jobs
2015-16	50	0.80%	1129	5.54%
2016-17	50	0.80%	1098	5.56%
2017-18 YTD 6 Periods	50	0.80%	711	7.00%
2017-18 Projected	50	0.81%	1138	5.74%

The table below shows the proportion of jobs received across the period **split by the areas within the Borough**. The difference in the split by area of received jobs between Q1-2 and Q3-4 for all years was negligible, which is demonstrated through the 2017-18 projection.

Count and Proportion of Jobs by Great Yarmouth Borough Areas								
Financial Year Range	Rural North		Rural South		Urban North		Urban South	
	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total
2015-16	2400	12%	1235	6%	7357	36%	9404	46%
2016-17	2311	12%	1402	7%	6698	34%	9340	47%
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**Types of Received Jobs for the Top 50 Dwellings**

Job Type	2015-16		2016-17		2017-18		2017-18 Projected	
	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total
Out of Hours	109	10%	74	7%	72	10%	142	12%
Doors	186	16%	162	15%	107	15%	211	19%
Windows	90	8%	98	9%	70	10%	138	12%
Flooring	49	4%	67	6%	37	5%	73	6%
Bathroom/Toilet Work	322	29%	311	28%	168	24%	331	29%
Kitchen Work	193	17%	179	16%	108	15%	213	19%
Leaks	88	8%	83	8%	57	8%	112	10%
Drainage	104	9%	98	9%	51	7%	100	9%
Lamps, Bulbs and Lights	71	6%	72	7%	34	5%	67	6%
Plastering	115	10%	84	8%	43	6%	85	7%

**Types of Received Jobs for All Dwellings**

Job Type	2015-16		2016-17		2017-18		2017-18 Projected	
	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total
Out of Hours	2117	10%	1847	9%	925	9%	1822	9%
Doors	3132	15%	2960	15%	1506	15%	2967	15%
Windows	1707	8%	1682	9%	911	9%	1795	9%
Flooring	688	3%	636	3%	336	3%	662	3%
Bathroom/Toilet Work	6342	31%	5780	29%	2930	29%	5772	29%
Kitchen Work	3621	18%	3432	17%	1741	17%	3430	17%
Leaks	1923	9%	1768	9%	961	9%	1893	10%
Drainage	2200	11%	2075	11%	923	9%	1818	9%
Lamps, Bulbs and Lights	2406	12%	2177	11%	944	9%	1860	9%
Plaster Work	656	3%	597	3%	227	2%	447	2%

**Types of Received Drainage Jobs for All Dwellings**

Drainage Job Type	2015-16		2016-17		2017-18		2017-18 Projected	
	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total	Jobs	% of Total
Drainage	2200	11%	2075	11%	923	9%	1818	9%
Blocked Drainage	1855	9%	1653	8%	743	7%	1464	7%
Blocked Shower	80	0%	64	0%	35	0%	69	0%
Blocked Sink/Basin	480	2%	447	2%	195	2%	384	2%
Blocked Bath	213	1%	225	1%	102	1%	201	1%
Blocked Pan	445	2%	311	2%	180	2%	355	2%

### Additional Data

**Blocks Visited and Jobs Received**

Financial Year Range	Blocks Visited	% of Total	Received Jobs	Avg. Jobs per Block
2015-16	391	73.63%	2947	7.54
2016-17	405	76.27%	3277	8.09
2017-18 YTD 6 Periods	361	67.98%	1412	3.91

**Count of Excluded Jobs by Heading**

Financial Year Range	Common Areas, Communal Rooms	Garages, Garage Blocks, Sheds
2015-18 (2 Years 6 Periods)	637	347