

# Repairs and Maintenance Core Group Dashboards

Resident Satisfaction Analysis & Repair Demand - Financial YTD

Satisfaction Performance Trends

Satisfaction by Ward, sorted by Repairs Demand

Ward Demand Comparison

Repair trend by Contract and Priority

Repairs Issued by Trade

C o..

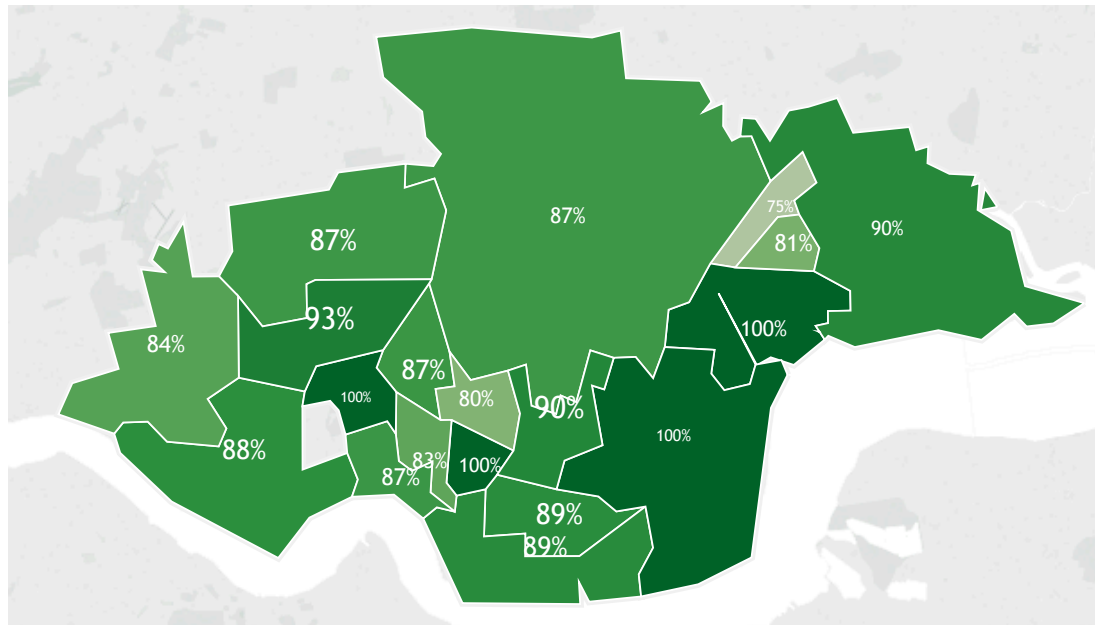


## Repairs & Maintenance: Resident Satisfaction Analysis

View satisfaction by period & drivers RG1-3 / v1.0

Start 01/04/2015

End 30/06/2015



### Repair Demand by Ward

Ward	Apr 2013 - Jun 2013	Apr 2014 - Jun 2014	Apr 2015 - Jun 2015
Chadwell St Mary	756	945	731
Belhus	744	751	623
Tilbury Riverside and Thurrock	569	663	563
Ockendon	626	696	522
Tilbury St Chads	560	505	419
Aveley and Uplands	371	430	369
Stanford East and Corringham	331	398	356
Grays Thurrock	350	454	327
Grays Riverside	388	314	304
West Thurrock and South Stifford	357	441	291
Stifford Clays	303	396	251
Little Thurrock Blackshots	169	197	175
Stanford-le-Hope West	140	124	121
Little Thurrock Rectory	48	66	83
Orsett	53	42	57
The Homesteads	9	23	37
East Tilbury	83	63	35
Corringham and Fobbing	28	30	32
Chafford and North Stifford	4	5	5

### Total Responses

831

### Overall Rating by Month Repair Completed (No. Responses)

April 2015

May 2015

June 2015

### Satisfaction with Contractor

87.6%

85.8% (281)

85.7% (251)

91.0% (299)

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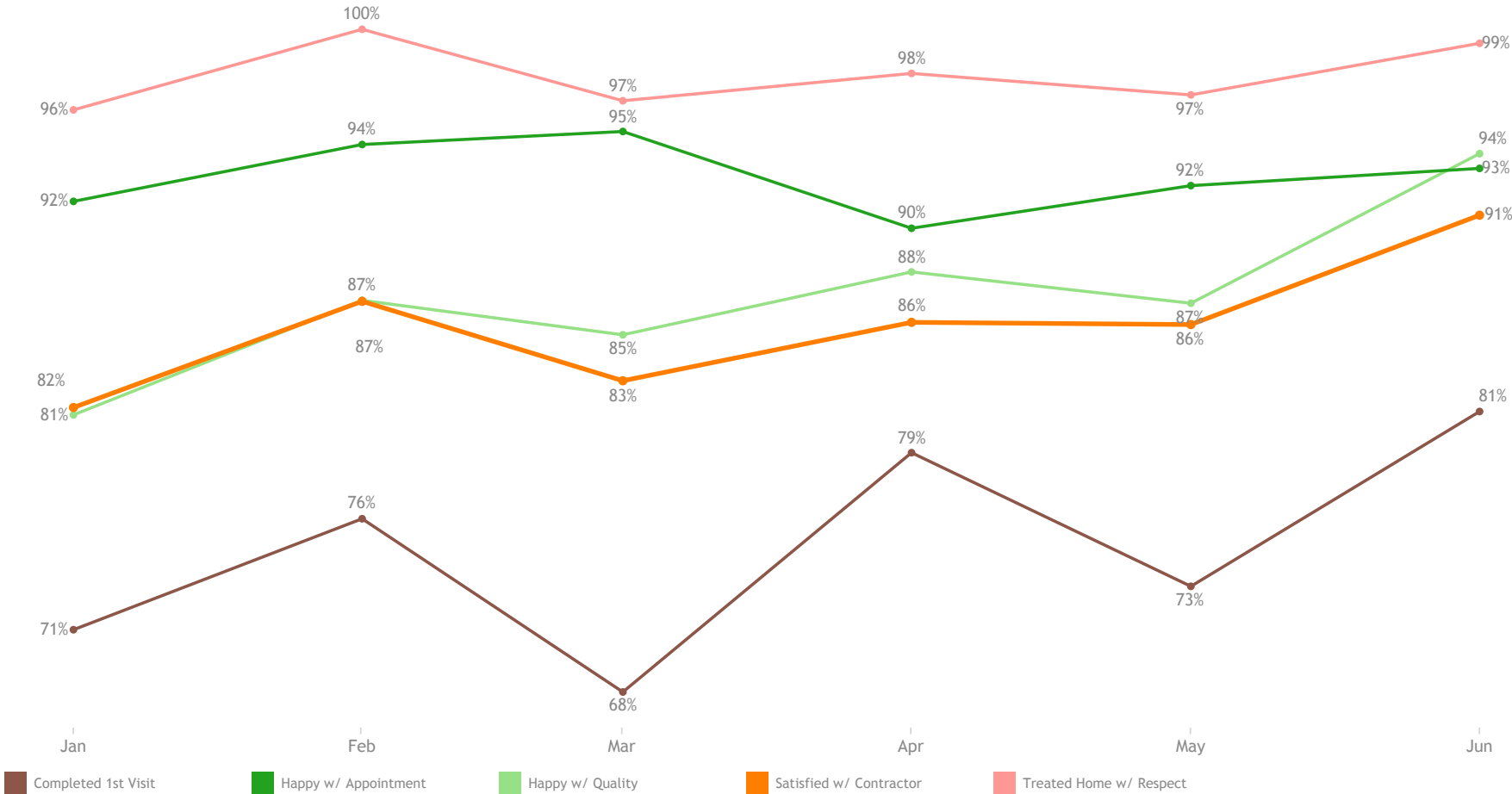


## Repairs & Maintenance: Resident Satisfaction Analysis

View satisfaction by period & drivers RG1-3 / v1.0

Start Jan 2015  
End Jun 2015

### Satisfaction Performance Trends



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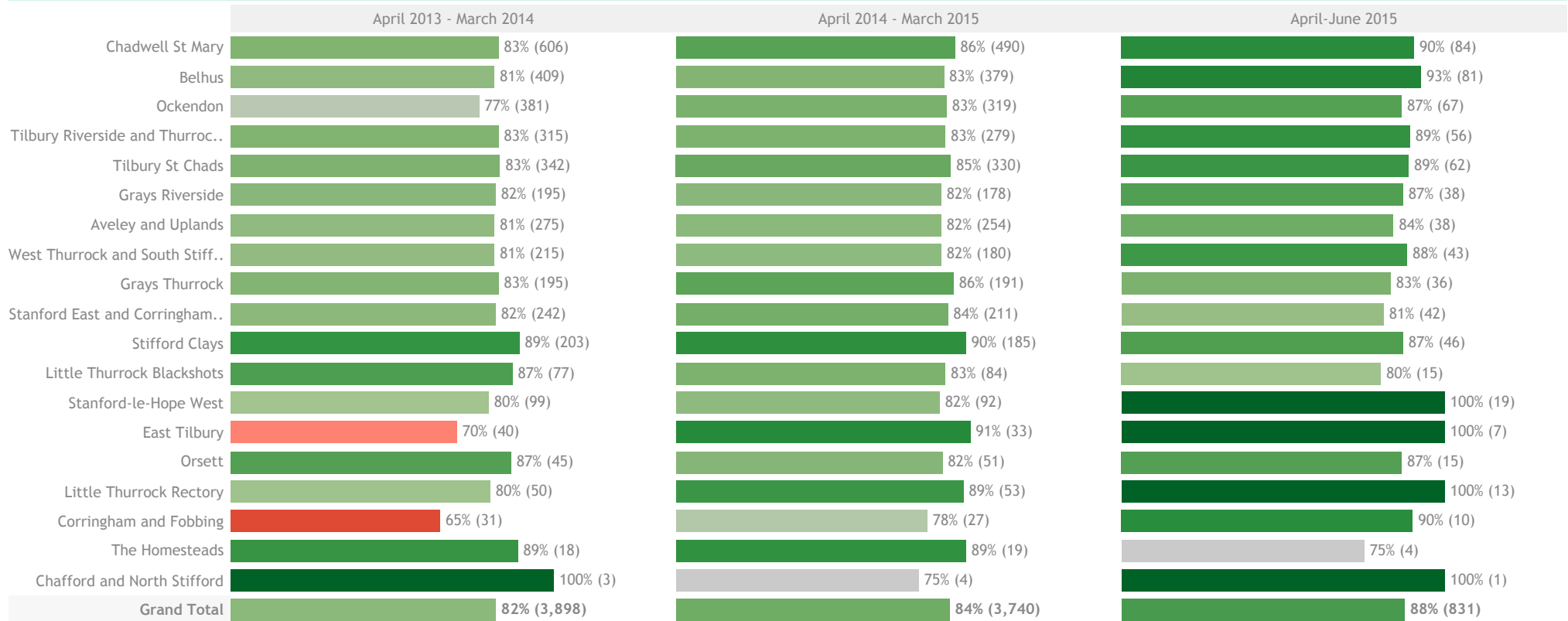
## Repairs & Maintenance: Satisfaction Financial Year Comparison

View customer satisfaction in each month of the financial year to date, split by Ward RG1-13 / v1.0

Start Apr 2013

End Jun 2015

### Ward Satisfaction Comparison - By Financial Year



# Repairs and Maintenance Core Group Dashboards

Resident Satisfaction Analysis & R..	Satisfaction Performance Trends	Satisfaction by Ward, sorted by Repairs Demand	Ward Demand Comparison	Repair trend by Contract and Priority	Repairs Issued by Trade	Completions Analysis
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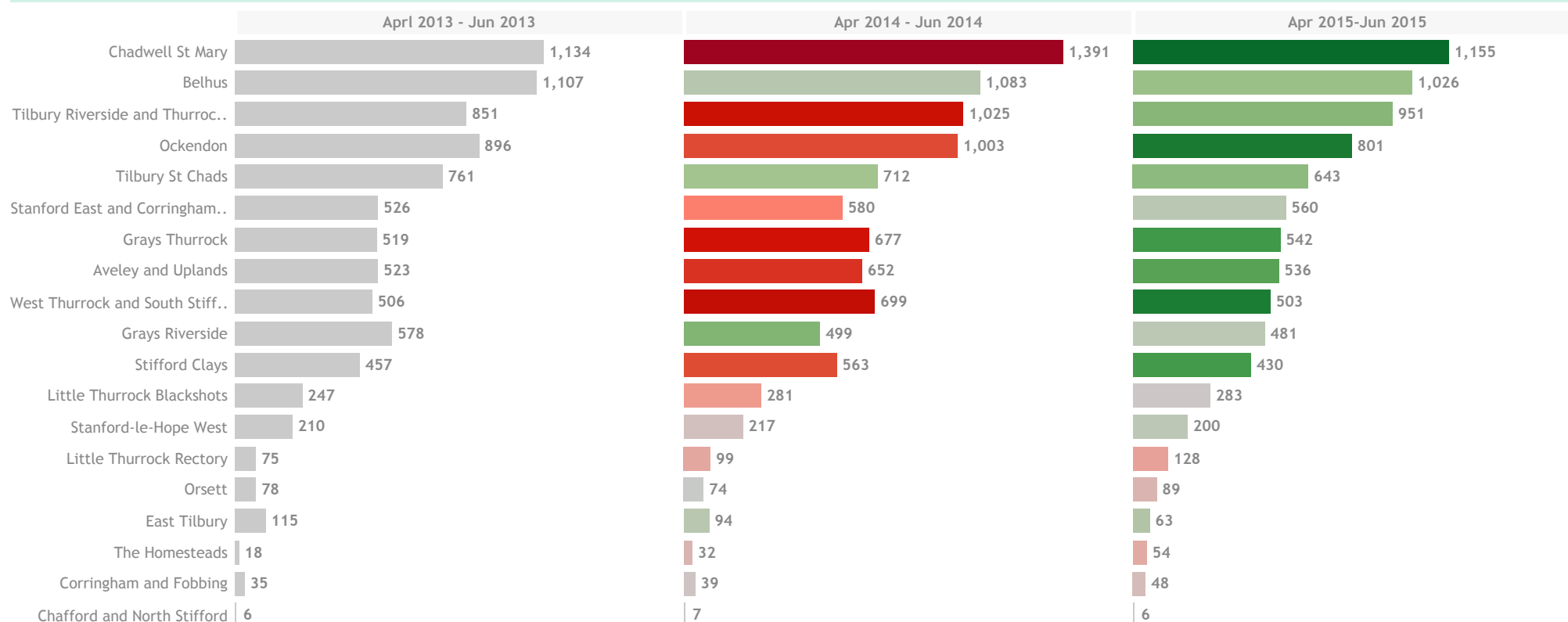
## Repairs & Maintenance: Ward Demand Comparison

Displays repairs demand across wards, compared to previous period RG1-9 / v1.0

Start Apr 2013

End Jun 2015

### Repair Demand by Ward



# Repairs and Maintenance Core Group Dashboards

Reside..	Satisfaction Performance Trends	Satisfaction by Ward, sorted by Repairs Demand	Ward Demand Comparison	Repair trend by Contract and Priority	Repairs Issued by Trade	Completions Analysis
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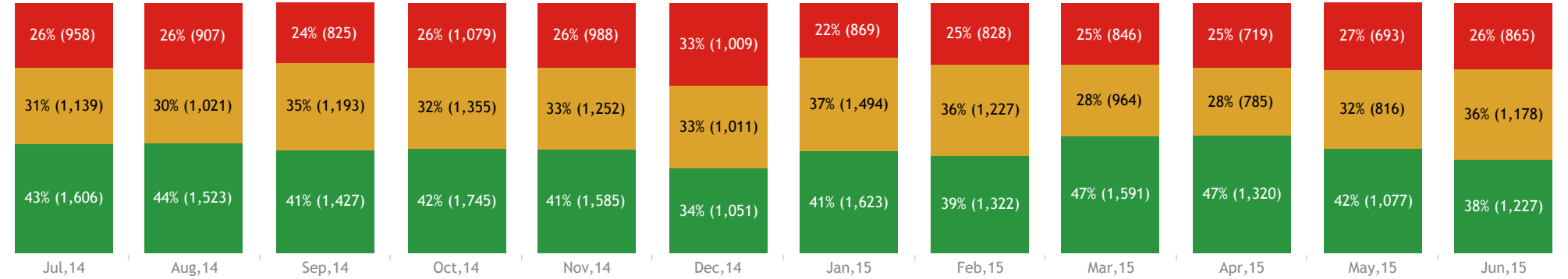
## Repairs & Maintenance: Repair Volumes by Type

Breakdown of Repairs by Priority & Contract Type RG1-11 / v1.0

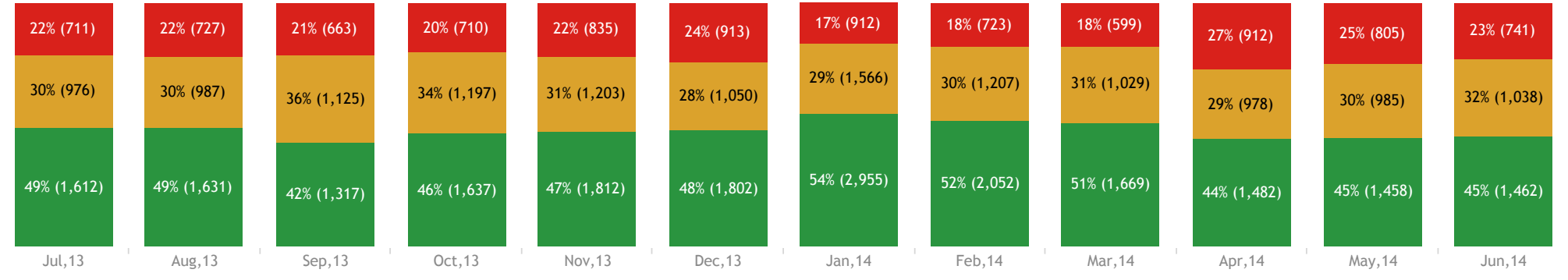
- Emergency
- Urgent
- Routine

Start Jul 2014  
End Jun 2015

Repair Volumes by Priority Trend



Repair Volumes by Priority Trend



# Repairs and Maintenance Core Group Dashboards

Reside..	Satisfaction Performance Trends	Satisfaction by Ward, sorted by Repairs Demand	Ward Demand Comparison	Repair trend by Contract and Priority	<b>Repairs Issued by Trade</b>	Completions Analysis
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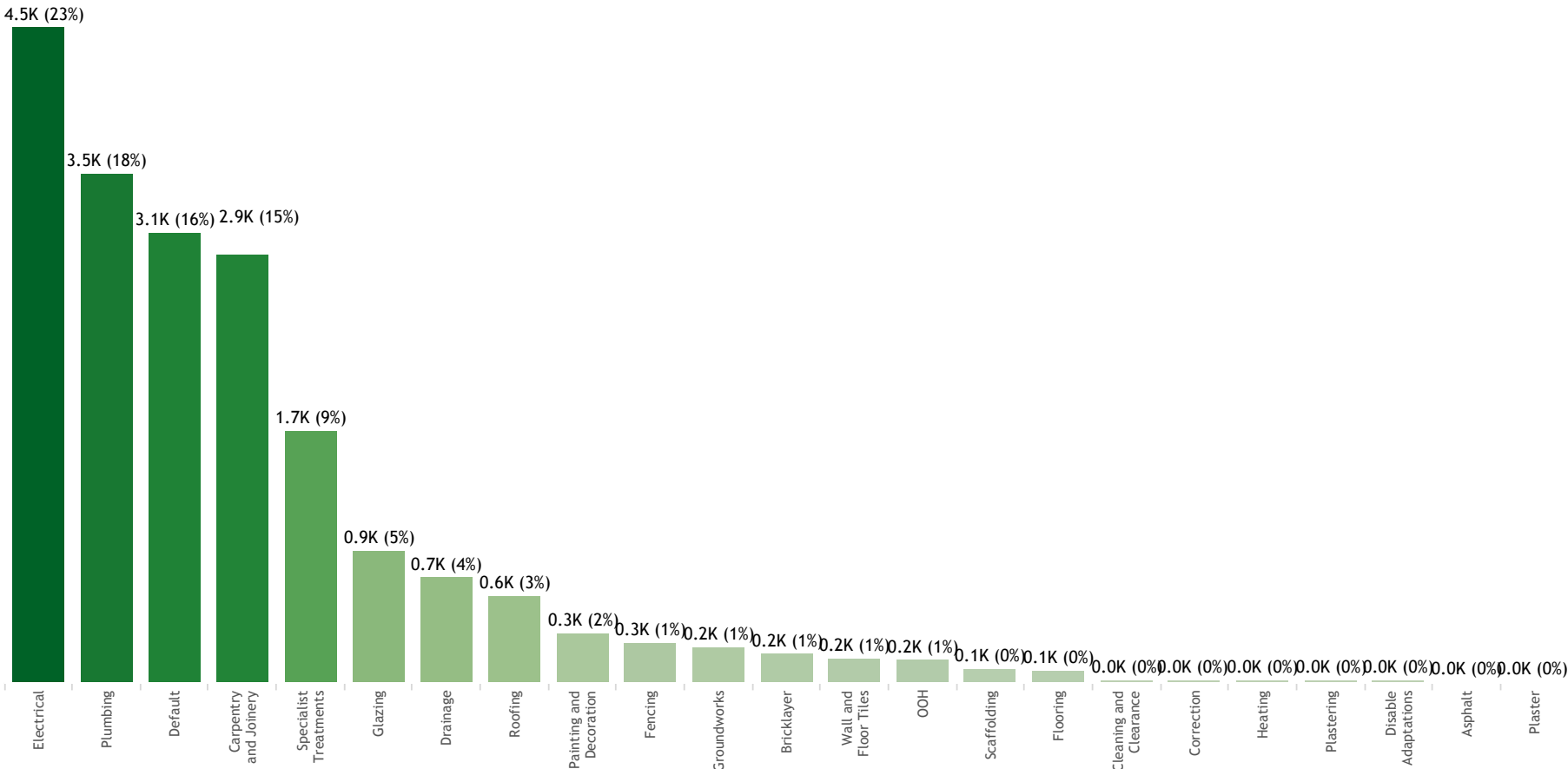


## Repairs & Maintenance: Repairs Demand by Trade

View repairs demand spend by trade and month and identify properties with highest spend amounts

All  
 Start Jan 2015  
 All  
 End Jun 2015

### Repairs Issued by trade - Jan-June 2015



Since the commencement of the new Repairs & Maintenance contract in January 2015 trade level data is available which allows the service to further analyse repairs demand. This will be analysed on a financial year level once sufficient data is available.

# Repairs and Maintenance Core Group Dashboards

Reside..	Satisfaction Performance Trends	Satisfaction by Ward, sorted by Repairs Demand	Ward Demand Comparison	Repair trend by Contract and Priority	Repairs Issued by Trade	Completions Analysis
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## Repairs & Maintenance: Completions Analysis

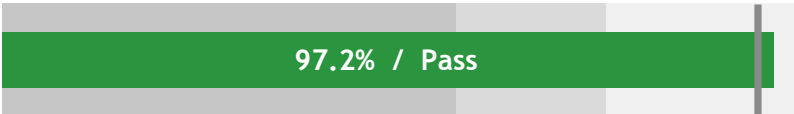
Proportion of Repairs completed in required timeframes & breakdown of average turnaround times RG1-5 / v1.0

All Start 01/06/2015  
End 30/06/2015

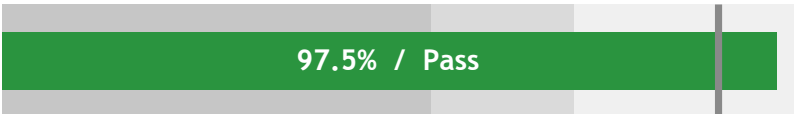
### Number of Repairs Completed

Emergency	Urgent	Routine	Grand Total
847	1,166	1,178	3,191

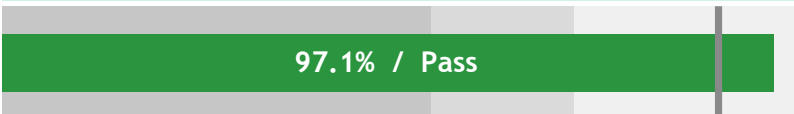
### % Emergency Repairs in Target



### % Urgent Repairs in Target



### % Routine Repairs in Target



### Emergency Completions by Month



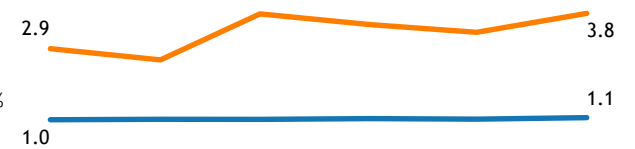
### Urgent Completions by Month



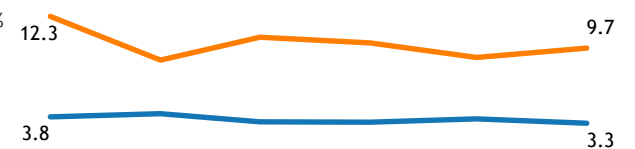
### Routine Completions by Month



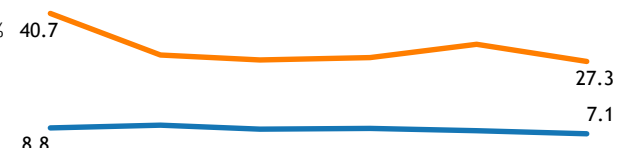
### Average Working Days - Emergency



### Average Working Days - Urgent



### Average Working Days - Routine



### Out of Target Repairs Detail

Pri	Descripti..	Job Description	Address	Contract Desc (group) 1	Working Days to Complete
Emergency		****PASSED TO OOH****Tnt broken in to last night back ground floor window will not shut. - wooden window also close board up hole to back door..	20 St Francis Way, Chadwell St Mary, Grays, Essex, RM164PD	Inclusion	2
		***PASSED TO OOH ****shletered housing electric door system not working unable to buzz in- tnt has carers and ambulances have tried to buzz up and was unable t..	37 Russell Road, Tilbury, Essex, RM18 7AH, RM187AH	Inclusion	2
		***PASSED TO OOH***As per to job RE255126 - wetroom - water is still not draining	20 Helford Court, Cample Lane, South Ockendon,	Inclusion	2



# Damp & Mould Completed Surveys / Remedial Works

This dashboard displays the number of Damp & Mould Surveys & Remedial Works Completed

## Number of Surveys / Remedial Works Completed

	Total Surveys	No. Proactive Surveys	% Proactive Surveys	Total Remedial Works	No. Proactive Remedial Works	% Proactive Remedial Works	Overall % Remedial Works
Chadwell St Mary	200	82	41%	139	69	50%	69.5%
Tilbury St Chads	191	145	76%	140	114	81%	73.3%
Tilbury Riverside and Thurrock Park	185	130	70%	145	109	75%	78.4%
Belhus	163	49	30%	110	41	37%	67.5%
Ockendon	112	35	31%	64	27	42%	57.1%
West Thurrock and South Stifford	89	15	17%	51	10	20%	57.3%
Grays Thurrock	75	26	35%	54	21	39%	72.0%
Grays Riverside	62	37	60%	35	22	63%	56.5%
Stanford East and Corringham Town	60	16	27%	36	7	19%	60.0%
Aveley and Uplands	54	4	7%	31	4	13%	57.4%
Little Thurrock Blackshots	39	16	41%	18	5	28%	46.2%
Stifford Clays	37	5	14%	30	3	10%	81.1%
Stanford-le-Hope West	24	1	4%	14	1	7%	58.3%
East Tilbury	14	8	57%	7	4	57%	50.0%
Orsett	13	2	15%	7	1	14%	53.8%
Little Thurrock Rectory	9	2	22%				
Corringham and Fobbing	6	2	33%	5	2	40%	83.3%
Chafford and North Stifford	2	1	50%	2	1	50%	100.0%
The Homesteads							
<b>Grand Total</b>	<b>1,340</b>	<b>576</b>	<b>43%</b>	<b>897</b>	<b>441</b>	<b>49%</b>	<b>66.9%</b>