

2 September 2015

ITEM: 5 Appendix A

Housing Overview & Scrutiny Committee

Repairs Policy and Service Update – Sample Contract Monitoring Reports

Wards and communities affected:

All

Key Decision:

Non Key

Report of: Kathryn Adedeji – Head of Housing

Accountable Head of Service: Kathryn Adedeji – Head of Housing – Investment and Development and Commercial Services

Accountable Director: Barbara Brownlee – Director of Housing

This report is Public

The following pages provide a number of sample contract monitoring reports developed for the improved management of repairs and maintenance in the borough. Attached are a number of reports, which assist both daily operational and governance management of the contract:

- Repairs and Maintenance Core Group Reports:
 - Resident satisfaction analysis – mapped
 - Resident satisfaction analysis – by period and driver
 - Resident satisfaction analysis – ward and year comparison
 - Repairs demand analysis – ward and year comparison
 - Repairs – volumes analysis – by repair priority and period
 - Repairs trade analysis
 - Repairs completions analysis

- Damp and Mould:
 - Completed surveys and remedial work – by ward