

REPAIRS REPORTING SHADOWING NOTES

Right First Time Inspection.

30 April 2019

At the working meeting today I shadowed Sam in Repairs to get an idea of what happens when the first phone call is logged from a tenant's phone call.

Firstly the system seems quite simple on first viewing but I can see that if all operatives do not do their part by signing off jobs(I refer to one particular job that we have been notified of) this can slip through the net.

It certainly relies on jobs being followed through the system.

This is ok if all operatives are computer literate but it may be that older operatives might not be so familiar with computer systems and how to use them.

The fact that all repairs are now "in house" should make a difference in the long run but it will require a monitoring system that can easily be referred to.

One particular repair that was looked at from last year had not been signed off by the operative who had been given quite a few hours to complete a particular job. The job was not completed on the first visit due to the operative stating that he had not got enough hours to complete it. He returned saying this was a days job, but in fact the job only took two hours to complete meaning he had been given a lot more hours than should have been necessary for this one job. I think the system of allotting a time for certain jobs would have to be accurate to make sure that time is not wasted and that another job could be pulled in if some time was left.

I think in the past a lot of time has probably been wasted due to the previous system and also using outside contractors where it would be difficult to keep a track of times taken if this was not readily supplied by the contractor.

I think the key to the repairs team being able to cut down on times for different jobs is regular refreshers on systems and updates on any new changes in the way the department is run.

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