

Annex B – Housing Repairs Action Plan Jan 24

Theme	Area	Complete	To complete
Resources	Staffing	<ul style="list-style-type: none"> • New Head of Housing in post • Appointment of Quantity Surveyors x2 • New uniforms 	<ul style="list-style-type: none"> • Consider steps to ensure the Council can attract and retain talent • Consider whether structure is fit for the future in consultation with staff and trade unions. • CDP Business Plan and Service Plan showing golden thread • Apprentice programme • Appointment of Change Manager for fixed term
	Contractor	<ul style="list-style-type: none"> • Reprocurring of key contracts • Increased contract management • Increased on site presence to pre-inspect, mid-term check and post inspect high value or health & safety related works • Devise a plan to clear backlog of responsive repairs @ 5500 	<ul style="list-style-type: none"> • Full suite of contract management approaches • Fully compliant contracted services with regular contract meetings and detailed action plans for continuous improvement • Appointment of key contractor for catch up work • Appointment of qualified Building Surveyor
Repairs Maintenance & System	Internal Process	<ul style="list-style-type: none"> • External review of service • Review of repairs process stage 1 • Introduce new Disrepair process to systematically track all cases • Work to improve software and data management by bringing back data architects from software provider for QL 	<ul style="list-style-type: none"> • Continued improvement to repairs handling and job allocation • Continued improvement as software updates become available and new solutions are brought to market e.g. via Mri
	Data & System	<ul style="list-style-type: none"> • Appointment of consultants for full stock condition survey • New tablets for operatives • Staff training on systems 	<ul style="list-style-type: none"> • Analysis to feed into asset management plan work • System overhaul and re planning to ensure improved management of repairs process Forward planning of asset work medium term • 'live' data system with 'live' feedback from site work
Engagement & Culture	Staff	<ul style="list-style-type: none"> • Comprehensive programme of training (commenced) • Change programme overall commenced • More stringent absence management 	<ul style="list-style-type: none"> • Comprehensive programme of training (ongoing) and training matrixes developed • Increased staff churn will require greater support from central teams, especially HR, Finance and ICT
	Tenants	<ul style="list-style-type: none"> • Deliver "Meet the Housing Ombudsman" event jointly with EMH • Tenant pop up events • Tenancy audit commenced • Tenancy management refresh • Rent accounting checks 	<ul style="list-style-type: none"> • Increased programme of tenant engagement focusing, in particular, on hard to reach groups and under-represented cohorts • Continued fall in complaints • Identifying vulnerable residents via repairs process • Inject energy and innovation into tenant engagement, new Officer appointed to develop engagement strategy

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Strategy & Policy	Asset Mtg & Bus Plan	<ul style="list-style-type: none"> • Appointment of consultants • First member engagement event delivered by Savills 	<ul style="list-style-type: none"> • Complete refresh of asset management plan and business plan by Q3 2024
	Policy refresh	<ul style="list-style-type: none"> • Void and repairs standard under way 	<ul style="list-style-type: none"> • Compensation policy • Damp & Mould Policy