Repairs Review
Housing Advisory Board

Method

- As-Is Journey Mapping

- Data Gathering

- Review of IT

- Review Customer Feedback – Complaints and Analysis of comments via WordNerds

- To do: Tenant Voice Forum Scrutiny

Data

Month	In house Emergency Repairs completed	In house Non-Emergency Repairs Completed	Contractor jobs issued	Total
Mar	238	647	351	1236
April	229	654	663	1546
May	222	646	705	1573
June	230	814	656	1700
July	232	778	643	1653
August	240	562	485	1287

Completions and Follow On

Quarter 2 2025	Completion category
Blank	165
Extra Work Identified	247
Another Trade Needed	138
Arrived	5
Completed	1562
Failed Covid Risk Assessment	1
Failed Risk Assessment	4
Health & Safety Issue	1
Materials Required	39
On Way	3
Second Person Needed	24
Started	5
Tenant Not In	2
Unsafe Situation	6
Utilities Required	1
Wrong Trade	1
Grand Total	2204

Bury Council

Cancellation Reasons

Cancelled reason	Number (August)
Cancelled by tenant	33
Cancelled due to RTB	1
CANCELLED	1
Done on another job	142
Failed to gain access	109
Job raised in error	56
On a Programme	9
Passed to call out	100
Property now Void	1
Work done as part of Contract	1
Work is not Responsive	1
Work not required	35
Grand Total	489

Jobs in time

Q2	In Target	Overdue	Grand Total
EMERGENCY	761	7	768
APPOIN	1357	371	1728
PLANNE	139	29	168
SUBCON	18	28	46
URGENT	248	14	262
Grand Total	1762	442	2972

Repair Journey and Sentiment
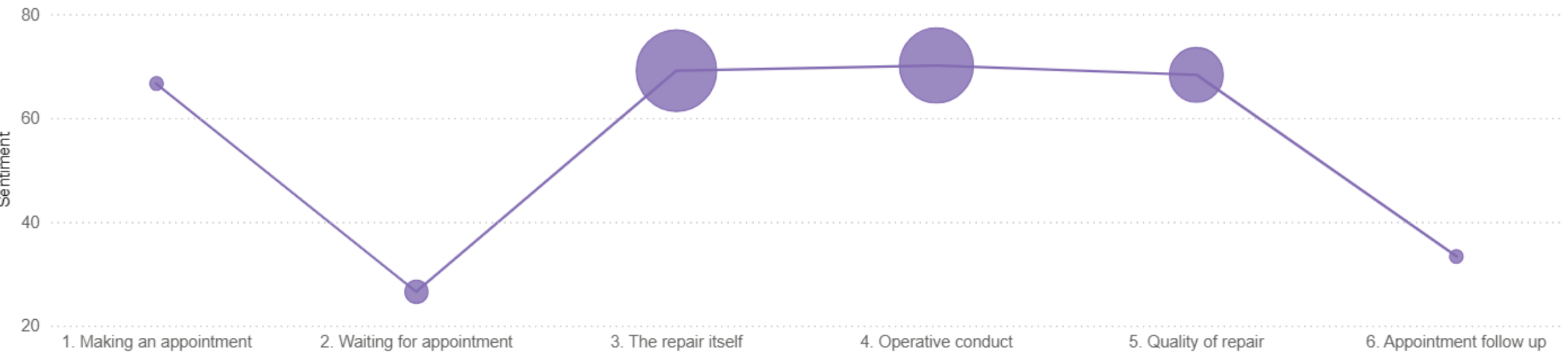
Findings

- **Contractors**
  - High use of contractors as a percentage of overall jobs
  - We have little control over contractors' behaviour including keeping appointments, no access
  - Data on Contractors is missing due to admin processes therefore our assurance is not acceptable

- **Emergencies**
  - High level of emergency jobs
  - Urgent category not used enough

- **Data**
  - Consistency needed to improve reporting
  - Lack of productivity data and rescheduling information

Findings cont..

- **Stores**
  - Poor data but likely that not achieving value for money
  - Processes are inefficient due to poor ICT

- **Appointment Scheduling**
  - Inconsistent services provided to tenants
  - Appointment availability

- **Productivity**
  - Lack of data on cost per job
  - High level analysis shows that certain trades could be more productive

Recommendations

- **Strategic**
  - Repairs Policy
  - Stores Review
  - Productivity
- **Communications**
  - Text messages
  - Handbook
- **Technology**
  - Review QL pathways including for damp
- **Data**
  - New PIs
  - Review fields for better reporting