

REACTIVE EMERGENCY REPAIRS CONSULTATION – JULY 2023

1.0 Introduction

As part of our annual target setting review, we have been considering our “hard to reach” targets regarding repairs and maintenance delivery.

Our tenants have a right to be consulted on key delivery targets that may have an impact on them.

We welcome you to consider our draft proposals below and give us your feedback using the survey links provided. We will consider any views that you have before making a final decision.

The consultation period will run until Friday 21st July 2023.

Thanking you in advance for your cooperation.

2.0 Analysis

Repairs	Current Target	2022` 23 Actual	Trend	Target Proposal
Average Time to Complete an Emergency Repair (Hours)	<3.0 Hours	3.8 Hours	↑	< 4 Hours

The proposed Customer Service Targets for 2023-24 were presented for the Associations Board consideration on 22nd May 2023.

Part of these target proposals included the “Emergency Repair” (shown in above table) area which is currently 3.0 hours, with a proposal to alter this to 4.0 hours which is more reflective of wider sector target delivery.

Performance for 2023-24 is expected to be negatively impacted by the challenges contractors are facing with the impact on availability of labour and materials across the sector.

Through our ongoing, regular performance meetings with our key Repair and Maintenance Contractors (Everwarm and City Technical Services) we have been reviewing, analysing, and benchmarking current response targets particularly against emergency repair timescales.



3.0 Proposed Changes

In recognition of the challenges our contractors are facing, we are proposing to increase the emergency response time from 3 hours to 4 hours.

This proposed change would remain below the Scottish average emergency response time of 4.48 hours.

While we do not anticipate this leading to a drastic reduction in service to our tenants, this action will provide some balance for contractors, supporting their resource planning and aligning our contract with their other contracts across the sector.

The aim is for this action to provide more realistic expectation and lead to overall improvement in response times. This will also help to sustain our current key providers with City Tech Gas covering 52% and Everwarm covering 48% of emergency repair demand during 2022-23.

4.0 Survey Links

We require your invaluable feedback and comments in relation to this matter. This provides an opportunity for you to have your say.

Before completing the survey, please ensure you have read the analysis on reactive repairs.

The survey will close on Friday 21st July 2023. The results will be presented to our Management Board for review and discussed with our relevant Contractors.

Thanking you in advance for your cooperation and feedback.

Link to survey: <https://forms.office.com/e/G4tcGWWjxU>

