



**Overview and Scrutiny Housing Sub Committee**

# **Swan Housing Association Repairs Model**

**Sandra Fawcett**

**Executive Director – Operations**

**14<sup>th</sup> December 2016**

- 11,000 homes owned and managed
- Supporting communities in East London and Essex
- Landlord Services, regeneration, support and care
- Commitment to excellence and service improvement

***Local services for local people***

# Service Delivery Model



- Long term Partnering arrangement
- 14 year contract with Axis
- Commenced April 2009
- Customer service paramount
- Comprehensive asset management
- Integrated IT
- Ownership, Trust and Confidence



# Partnership Services

- Full range of customer reporting options
- Repairs and maintenance
- Void works
- Planned and cyclical repairs
- Gas servicing and repairs
- Out of hours service



# Our Partnering Charter



**P**utting customers first

**A**lways open and honest

**R**espect for all

**T**ake the time to listen

**N**ever miss an opportunity to learn

**E**xcellent service is our priority

**R**aising standards our aim

**axis** **S**hared responsibility, shared success

# Delivery Outputs



<b>Repairs spend</b>	<b>£2.48m</b>
<b>Repairs orders completed</b>	<b>22,056</b>
<b>Average repairs per property</b>	<b>3.42</b>
<b>Average cost of repairs</b>	<b>£100.68</b>
<b>Average days to complete repairs</b>	<b>4.02 days</b>
<b>Repairs in target:</b>	
<b>Immediate</b>	<b>100%</b>
<b>Emergency</b>	<b>99.95%</b>
<b>Standard</b>	<b>98%</b>
<b>Appointments made and kept</b>	<b>97%</b>
<b>Satisfaction with last repair</b>	<b>93%</b>

# Driving up Standards

## Customer

- Annual external survey
- Phone/ text survey for each repair
- Open and accessible complaint process
- Post inspection visits

## Partnership

- Core Group – Swan/ Axis senior team
- Partnership meetings (includes customers)
- Annual partnering event Swan/ Axis teams
- Service improvement programme

**Thank you for listening**

**Questions?**