

MAINTENANCE ACTIVITY REPORT FOR THE QUARTER OF JULY - SEPT 2019

A: REPAIRS ORDERED - EXCLUDING LOTHIAN GAS

Target = 15%

<i>EMERGENCY</i>	Quarter	Year to date	Comments
Repairs reported	16	30	
Pre-inspections done	2	9	This is 30%
Repair orders raised	16	27	
Post-inspections done	0	3	This is 11%

<i>URGENT</i>	Quarter	Year to date	Comments
Repairs reported	69	137	
Pre-inspections done	18	43	This is 31%
Repair orders raised	69	123	
Post-inspections done	7	24	This is 20%

<i>NORMAL</i>	Quarter	Year to date	Comments
Repairs reported	63	106	
Pre-inspections done	22	39	This is 37%
Repair orders raised	61	99	
Post-inspections done	10	19	This is 19%

<i>TOTAL OF ALL JOBS</i>	Quarter	Year to date	Comments
Repairs reported	148	273	
Pre-inspections done	42	91	This is 33%
Repair orders raised	146	249	
Post-inspections done	17	46	This is 18%

B: ANALYSIS OF NUMBER OF JOBS RAISED BY TRADE

Plumbing=	48	Plastering=	6	Glazing=	3
Joiner=	27	Electrician=	26	Entryphone=	1

C: CYCLICAL / PROGRAMME / VOID REPAIRS RAISED

GAS SERVICE CALLS

Number raised in the quarter	= 21	This qtr=	28
Number raised year to date	= 47	YrSoFar=	84

D: RESPONSE TIME MONITORING RESULTS REPAIRS EXCLUDING LOTHIAN GAS

Category	THIS QUARTER			YEAR TO DATE			Comments
	Met %	Not met %	Total %	Met %	Not met %	Total %	
Emergency	100	0.0	100	100	0	100	Target=93%
Urgent	87.5	12.5	100	92.4	7.6	100	Target=93%
Normal	93	7.0	100	94	6	100	Target=92%
TOTAL	92.5	7.5	100	94.2	5.8	100	Target=92%

E: NUMBERS OF JOBS WHERE LACK OF ACCESS HAS CAUSED DELAYS

Emergency	0
Urgent	1
Normal	1
TOTAL	2

F: RIGHT TO REPAIR JOBS COMPLETED IN THE QUARTER

No. qualify as R2R	13
No. done in time	9

No. R2R suspended	4	Compensation paid out	
No. failed meet time	0	This Qtr	£0 Total Year
			£0

G. GAS CALL-OUTS/REPAIRS DONE BY LOTHIAN GAS

Category	THIS QUARTER			YEAR TO DATE			Comments
	Met %	Not met %	Total %	Met %	Not met %	Total %	
Emergency	100	0	100	100	0	100	Target = 93%
Urgent	100	0	100	100	0	100	Target = 93%
Normal	100	0	100	100	0	100	Target = 92%
TOTAL	100	0	100	100	0	100	Target = 92%

H: REPAIR SATISFACTION SURVEY RESULTS

Satisfaction with the repair itself

	Very Sat	Sat	Neither	Dis-sat	Very Dis-sat	Total	% VS+S
Qtr 2	12	7	0	0	0	19	100%
Year so far	21	10	0	2	0	33	94%

Satisfaction with the repairs service

	Very Sat	Sat	Neither	Dis-sat	Very Dis-sat	Total	% VS+S
Qtr 2	13	3	2	0	1	19	84%
Year so far	20	8	4	0	1	33	85%

I. RIGHT FIRST TIME - MONITORING INFORMATION

	Quarter	Year to date
Jobs done Right First Time	97.6%	97.3%
Jobs not done Right First Time	2.4%	2.7%

J. GAS SERVICING - NUMBER OF PROPERTIES THAT WERE NOT DONE WITHIN 12 MONTHS

	Quarter	Year to date
Not done within 12 months	0	0

(NB all services are done in due course)

K: COST / BUDGET INFORMATION

	Quarter	Year to date	Budget	Comments
Day to day repairs				
Joinery	£2,934	£4,092		
Plumbing/Shower	£2,505	£2,553		
Roofwork	£60	£204		
Electrics/ExtFans	£654	£1,498		
Other	£1,958	£5,903		
TOTAL	£8,111	£14,250		see total below
Entryphone/TV aerial				
Entryphone/TV aerial	£663	£880		
TOTAL	£663	£880		see total below
Relet repairs				
	£17,172	£20,956		
TOTAL	£17,172	£20,956		see total below
TOTAL ALL ABOVE	£25,946	£36,086	£26,500	Over budget (void work)
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Cyclical - Servicing				
Gas fire/C.heating	£6,231	£10,385		

Roofwork	£1,920	£1,921		
Other	£86	£636		
TOTAL	£8,237	£12,942		see cyclical budget total below
Cyclical - Replacement				
Gas fire/C.heating	£0	£0		
Joinery	£216	£2,117		
Electrics/fan/smokede	£1,024	£2,767		
Other	£2,411	£3,131		
TOTAL	£3,651	£8,015		see cyclical budget total below
Cyclical - Programmes				
		£0		
Lothian Gas solar servi	£12,858	£15,715		
Metalwork painting	£3,000	£3,000		
		£0		
TOTAL	£15,858	£18,715		see cyclical budget total below
TOTAL ALL CYCLICA	£27,746	£39,672	£43,750	Under budget
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Major Repair work				
A Pl gable render/cop	£0	£5,034		
Floorboarding	£0	£0		
Boiler/gas fire replace	£3,738	£3,738		
		£0		
		£0		
TOTAL MAJOR REPAIR	£3,738	£3,738	£15,500	Under budget
Enhancements				
Insulation work	£6,840	£6,840		
Smoke detectors upgrad	£0	£5,312		
Secondary glazing	£12,626	£12,626		
		£0		
TOTAL ENHANCEME	£19,466	£24,778	£57,500	Under budget
Adaptations				
Misc grab rails	£0	£513		
TOTAL ADAPTATION	£0	£513	£500	Just over budget
Improvements				
	0			
Capitalised Major repair work				
		£0		
TOTAL IMPROVEMENT	£0	£0	£0	
GRAND TOTAL	£76,896	£104,787	£128,250	Under budget

K. COMMENT / ANALYSIS ON THE ABOVE STATISTICS AND FIGURES

The pre and post inspections are good
The response time statistics are mostly good.
The repair satisfaction results are very good.

Alistair Cant
DIRECTOR

Date: #####

