

Item 8 – Roofing and Major Repairs to Council Houses - Update to Committee Members

Dear Committee Members,

At the last meeting of Scrutiny, some members raised questions about the clarity of backlog figures contained in the report. Therefore, I promised to write to you to provide further clarity, which I hope the following achieves:

In June – the point at which we radically changed the way we managed the backlog and our repairs processing - the backlog stood at 5,481 jobs stretching back to 2021.

At that point, I introduced a corporate priority to clear the entire backlog by the end of the financial year and to reduce the standard repair time of nine months to a maximum of one month by the end of the financial year. The other part of the backlog regarded void properties which at that point had an average turnaround time of 64 days against a target of 24 days (which hadn't been achieved for several years) with over 150 voids in the system against a target of 120.

To date over the past six months, we have cleared 81% (4,439 jobs) of the overall backlog. Therefore, the backlog currently stands at 1,042 jobs (down from 5,481 in June). The backlog is defined as everything outside of the new target timeframes.

There are now no jobs outstanding from 2021 or before. There are currently c.250 jobs outstanding from 2022 and c.800 jobs outside the target timeframes from 2023 (and therefore form part of the backlog).

We have already reduced the standard repair time from 9 months (270 days) to 2 months (60 days) and are on track to reduce it to 1 month (30 days) by the end of the financial year. There are currently 2,778 jobs in the WIP (Work in Progress) which means they are being dealt with within the timeframes and thus, these jobs do not form part of the backlog.

On void figures, the average turnaround time has fallen from 64 days in June to 23 days at present (against a target of 24 days). We currently have 97 voids in the system (against a target of 120) which is down from over 150 voids in the system in July.

Overall customer satisfaction in the follow up inspections and telephone calls is currently 98%.

I hope that this makes clear the significant progress that has been made, but if you do have any further questions, please do let me know.

With every good wish,

Cllr Dan Swords
Leader of Harlow Council