

Agenda Item 6(j)

Organisational Re-Engineering – Housing Services (Response Maintenance and Void Maintenance Services) Management Report

APPENDIX: 3

LANDLORD SERVICES COMMITTEE (CABINET WORKING GROUP) – 11 JUNE 2015

10. ORGANISATIONAL RE-ENGINEERING - HOUSING SERVICES (RESPONSE MAINTENANCE AND VOID MAINTENANCE SERVICES) MANAGEMENT REPORT

Consideration was given to the draft report of the Assistant Director Housing and Regeneration presenting the findings and recommendations for savings and service improvements in relation to the Response Maintenance and Void Maintenance Services.

The Organisational Re-engineering Manager attended the meeting and provided an overview of the findings and key recommendations referring to details as set down in the report.

In discussion comments and questions were raised in relation to:

- Proposed changes to current working practices – effect on personnel; reinvestments; resulting efficiencies.
- Staffing – recruitment & training (surveyors); redeployment.
- Accessing Services – on-line reporting mechanism (advantages/disadvantages); retention / support for other reporting mechanisms.
- Voids – processes/issues related to re-lets.
- Price Per Property Model – advantages/disadvantages (monitoring services; post inspection service)
- Implementation process – timetable; ICT development work.

The Assistant Director Housing and Regeneration, Organisational Re-engineering Manager and Property Services Manager who also attended the meeting, responded to questions and provided clarification on issues raised.

RESOLVED: That, as a consequence of the discussion on this item it was agreed, the recommendations to Cabinet be supported.