Item 31
Repairs & Improvement Partnership

Housing & Social Inclusion

MEARS
Making People *Smile*

Brighton & Hove City Council

What is it?

- Ten year partnering contract
- Maintaining and improving council housing
- Call centre for all residents to call in repairs
- Apprenticeships and work opportunities
- Residents – BHCC – Mears

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What work is included

- Responsive repairs
- Refurbishing empty properties
- New kitchens and bathrooms
- Doors and windows
- External repairs and decorations
- Major work such as cladding blocks

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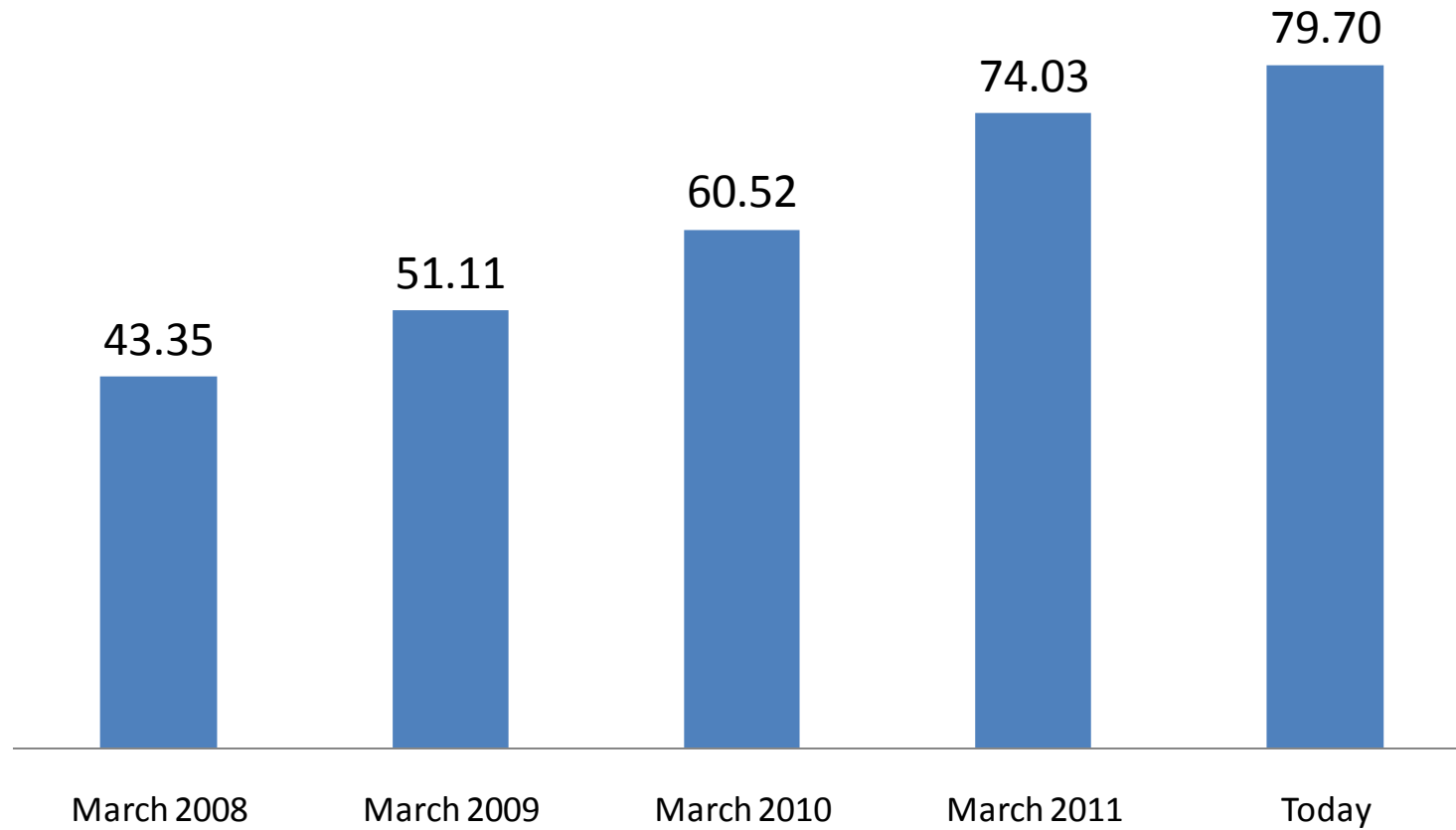
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Numbers

- 40,000 repairs a year (over 100 a day)
- Maintaining over 12,000 properties
- 2,500 brought up to the BH standard (so far)
- 4,000 quality inspections a year
- 8,000 customer care surveys a year

% of homes that meet decent homes standard

Mears Brighton & Hove Branch

- Repairs team
- Empty properties team
- Planned works team
- Estate Development Budget team
- Customer Care team
- Mears Projects

Property and Investment Team

- Manages all repair contracts
- Develops four year investment plan
- Monitors performance
- Ensures work is of a high quality
- Ensures work is value for money
- Manages mechanical & electrical contracts

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Other M&E contracts

- Lifts
- Gas
- Digital TV
- Water hygiene
- Electronics (door entry systems / fire alarms and emergency lighting)
- Ventilation

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Current Performance

- Average cost of a repair - £130
- Average cost of empty property - £2,268
- Emergency repairs in time – 98.5%
- Urgent repairs in time – 95.8%
- Routine repairs in time – 98.8%
- Time to complete routine repairs – 7 days

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Resident satisfaction and complaints

- Last year 5,839 residents contacted
- 95.3% rated the service good or excellent
- This year 2,127 residents contacted so far
- 95.9% rated the service good or excellent
- Complaints stable at 82 per quarter
- 3 Mystery shops carried out

Communications

- Brighton & Hove Standard
- Contacting the partnership
- Resident Action Plan
- EDB review
- New repairs handbook
- New communications strategy

Any questions?