

CITY & COUNTY OF SWANSEA • DINAS A SIR ABERTAWE



Benefits of an Appointment System

- Tenants know when to expect a visit from Inspectors, Surveyors and Operatives
- Abortive visits / No access would reduce in number
- Tenants satisfaction would increase
- Improved workload planning when compiled with improved repair diagnosis

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Gas Servicing Appointments

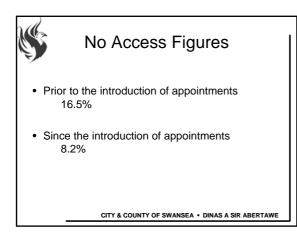
- An appointment system was in place prior to the Best Value Service Review
- System has been operational for a number of yearsAppointment cards are sent out 3 weeks prior to the
- Service dateCards only state the date of the service
- Should tenants contact us requesting a time we do offer AM/PM slots
- Last financial year we gained access through appointment to approximately 93% of properties needing a gas service
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Introduction of Housing Inspection Appointments

- "Orchard" Appointment System went live in October 2004
- All requests for inspections are received through the housing repair contact centre
- Call agents offer appointments on an AM/PM basis
 Target is set for all inspections to be attended within 15 working days of the request being received
- Inspections are planned for geographical areas on certain days of the week
- If there is no access when attending the appointment then the request is cancelled and the tenant will have to submit a new inspection request.

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Introduction of Day to Day Repairs Appointments

- Appointments for Day to Day Repairs commence in November 2005
- First trade introduced was Electricians and once the system was trialled Plumbing repairs were added in July 2006
- The Response Service operates in 6 geographical areas with dedicated operatives in each area
- Tenants are offered AM/PM appointments
- Appointments are made for a minimum of 48
 hours in advance

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Introduction of Day to Day Repairs Appointments

- Following the entry of the Repair onto Orchard by the call agent Area Supervisors run daily reports which gives
- details of the appointments made
 Operatives are issued with their appointments each morning
- All operatives have mobile telephones
- If there is no answer when attending the appointment a card is left giving the operatives mobile number. If the operative is still in the area when the tenant phones and the operative has an available timeslot they will call back to carry out the repair
- If there is no response from the tenant then the job is cancelled and the tenant will have to re-report the request

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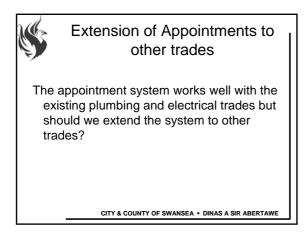
No Access Figures	
 Prior to the introduction of appointme Plumbers, operatives would be expe occasions before the job was cancel 2005/6 	cted to call to the premises on 3
 Plumbing and Electrical Jobs: 	
 No access on first visit 	26%
 No access on second visit 	10%
 No access on third visit 	6%
 2006/7 (April to December) 	
 Plumbing and Electrical Jobs: Where appointment was not request 	he
No access on first visit	28%
No access on second visit	12%
 No access on third visit 	9%
Where appointment was made	
No access	8%
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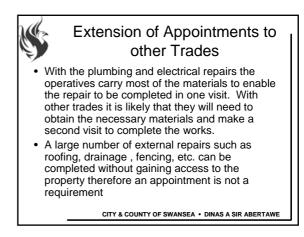


Introduction of Day to Day Repairs Appointments

- The previous figure confirm that appointments have significantly reduced the incidents of no access for plumbing and electrical response jobs
- Plans are in place to introduce appointment for glazing repairs from April 2007

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Extension of Appointments to other Trades

- Corporate Building Services are currently looking into the practicalities of extending the appointment system to other trades and if it is to be extended, reviewing the timetable for implementation.
- The views of those organisations who have experience in this field would be much appreciated.

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