

## Flintshire County Council

### HOUSING ASSET MANAGEMENT CHANGE PROGRAMME

Mike Bernard  
Housing Asset Manager



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## Background

- 7445 Dwellings
- 46,000 Repairs Per Annum
- £20M Budget 10/10 Capital/Responsive
- 100+ Trades Staff
- 50 Support Staff
- Backlog
- Performance
- Trade Unions
- Politics
- Culture



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## TRADES TEAM

Plumber/Heating Engineers	33
Joiners	21
Bricklayers	11
Electricians	10
Painters	3
Plasterers	5
Roofers	2
Labourers	8
Apprentices	8



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## PERFORMANCE

PRIORITY	2007/08 Days	2008/09 Days	2009/10 Days	2010/11	2011/12 (Qtr3)
Emergency	0.89	0.6	0.57	0.64	0.46
Urgent	17	6	12	10	8
Routine	89	32	60	65	64
Gas Servicing	72%	88%	97%	98%	98%



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## Key Objectives

- Lean Process Reviews
- Mobile Working
- Stores Review
- Fleet Review
- Office Relocation



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## Lean Process Reviews

- Void Property Repairs
- Responsive Repairs
- Gas Servicing
- Plumbing and Electrical
- Capital Works Team



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## Mobile Working

- Trade Team Involvement
- Site Visits
- Personal Digital Assistants (PDA's) Selection
- Repairs By Appointment
- Text Messaging
- Compressed Hours
- Job Scheduling
- Schedule of Rates



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## Stores Review

Outsourcing  
Delivery of Materials  
Van Stocks



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## Fleet Review

- Service Level Agreement
- Review of Vehicle Management
- Review Criteria for Vehicle
- Exploring the Green Option



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## Office Relocation

- Bringing the Team Together
- Closed Depot
- Hot Desking



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## Questions

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