



Scrutiny

Repairs

Within Merton we have traditionally received between 1450 – 1500 new repair requests per month. As lockdown eased in April and May of this year, this has moved to in excess of 1600 new jobs being received by our contact centre due to shortage of operatives in February and March and the intensity of use of the stock during lockdown.

Engie have recruited extra operatives to deal with the additional workload and these staff have been inducted and trained in the last two months and are now out in the field as additions to their workforce.

- KPI performance for Engie Merton is as follows:

KPI No.	Target	KPI Measure	Engie (Mar-21)	Engie (Apr-21)
KPI 3	90%	First Time Fix (Responsive Repairs)	94.37%	94.87%
KPI 4	98%	Responsive Repair Completions Times - Emergency Works	99.40%	100.00%
KPI 5	95%	Responsive Repair Completions Times - Routine Repair Priority Repairs	N/A	80.25%
KPI 6	98%	Communal Repair Completions Times - Emergency Works	100.00%	100.00%
KPI 7	95%	Communal Repair Completions Times - Routine Repair Priority Repairs	N/A	75.26%
KPI 8	95%	Appointments Made & Kept - Property	92.43%	92.20%

The red indicators are due to significant shortage of operatives in February and March which led to staff being moved from communal repairs and routine repair work being rescheduled when staff were not available.

Monthly repairs satisfaction results over the last 12 months are shown below against a target of 85%. No surveys were undertaken in May 2020 due to the Covid-19 outbreak).

May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
N/A	91.9%	83.5%	85.7%	88.9%	88.6%	86.1%	82.4%	84.1%	85.8%	78.4%	84.3%

Satisfaction levels returned in April to levels seen last year. Performance in March was heavily impacted by staff sickness absence amongst Engie operatives during February and them needing to rearrange works. Analysis of the individual aspects of the repairs experience during April shows significant improvement in the reliability of appointments and the quality of work carried out. Satisfaction with the explanation of the work also increased to its highest level since October 2020. The main areas for improvement remain around expectation setting and meeting the deadline promised for the completion of the repair.

Eastfields Estate

We have had some publicity recently over some of our properties on the Eastfields Estate and their condition with regards to repairs. We want to apologise to these residents understanding that we have fallen short of the standards they have a right to expect.

The homes on the Eastfields Estate are coming to the end of their life and our immediate priority is to dedicate more staff to the estate, to increase the speed at which we complete both communal and individual repairs.

Subject to approval from the council, our long-term regeneration programme will see the area transformed. Clarion will invest £1.3billion across three estates and build more than 2,500 new homes, including at least 700 for social rent.

In the meantime we have put the following actions into place on the Eastfields Estate to improve communication, responsiveness and deliver the appropriate responses to issues that arise:

1. We have set up a dedicated contact email address Eastfieldsrepairs@clarionhg.com for our Eastfields residents to report repairs, monitored by a local team. We have published this email address to our residents directly and hand delivered letters to each of our Eastfields homes over the weekend. We are encouraging any residents with issues with their homes, to email us with their details and we will contact them immediately. This new email address will ensure these issues are prioritised. So far we have received 3 emails over the weekend.
2. We have set up an office on the Eastfields estate in the caretakers' office located next to block 33-36 Clay Avenue which will be open from Wednesday 16 June this week, where residents will be able to drop in and report any repairs they have and we will endeavour to manage these cases swiftly.
3. An estate day for the Eastfields estate will take place on 25th June, where Clarion staff will knock on the door of every single resident. For any residents, we don't manage to speak to on the day, we will make sure we phone them. We hope that by doing this we can give our residents confidence that we are committed to resolving their issues.
4. To tackle the pest control issue we will be expanding our existing baiting policy and working with our contractor to develop a more rigorous intervention, this includes offering baiting to some leaseholders and freeholders as well as our social residents to ensure the operation is optimised.

5. We will be distributing a newsletter this week to all residents to advise them of this action plan and to encourage residents with any issues to contact us directly on the new email address above or to drop into our local office.

6. We now have 2 additional staff from Engie and 4 from Clarion on site to be available to manage repairs as swiftly as possible.

7. We have requested quotes for additional refuse collection to ensure that we can implement twice weekly collections, minimising waste and to give us the best possible chance to keep the pest problems under control.

We will continue to do all we can to manage the issues on the Eastfields Estate. Clarion's purpose is to provide good homes for those who need them and to maintain them as well as we possibly can. Almost all of these homes on the Eastfields Estate are beyond the time they were ever designed for and many of the problems are just not possible to solve without significant intervention such as regeneration. However, we are committed to doing the very best we can.

Review of Planned Programme

- **Component Replacement and Project Work**

2020/21 Programme

The Covid-19 pandemic meant that we did not start on site until June to complete external work begun the previous year, and internal installs did not commence until late July/August. Other factors affecting the delivery of components were the problems gaining access to carry out work and shortages of materials. However we still managed to deliver a programme of £9.5m in the London Borough of Merton on components and projects, with resident satisfaction of 88%.

This programme of works includes 197 roofs to street properties; 73 kitchens/bathrooms; 49 external wall insulation; and 117 doors.

2021/22 Programme

We are in year three of a five year major works programme within South London. The works are split by post code within the region (see appendix A) and we have an ongoing programme of property surveys in the region to validate the programme in preparation for 2022/23.

This year we are concentrating on component renewals within the SW postal area of the Borough, whilst our projects are throughout the Borough and include.

- Harlands Estate, Mitcham – completion work works started Spring 21
- Ravensbury Court, Mitcham – completion of project

- Glebe Estate, Mitcham - completion work works started Spring 21
- South View Estate, Wimbledon – Upgrade of electrics, communal redecorations, communal ventilation and roof repairs
- Sadlers Estate, Mitcham – renewal of door entry systems and communal ventilation.
- Eastfields Estate, Mitcham – redecoration of blocks in later phases
- High Path Estate, South Wimbledon - redecoration of blocks in later phases.
- Lingfield Rd, Wimbledon – Roof and window renewal and redecorations

Current Disrepair cases

There are currently 73 Disrepair cases in Merton at various stages of the process. Of these, 28 have come in this calendar year. The vast majority involve damp/mould issues. Geographically the majority are on the regeneration estates and also Sadler Close. There are a small number on Phipps Bridge and Watermeads.

Clarion is actively addressing this sector wide concern and developing processes across the organisation to improve how we identify, address and proactively reduce such issues occurring.

Planned Works in Merton for 2021 - 22 by Component and Location

Appendix A

The tables below show the Merton programme this for this year. We anticipate spend of circa £3.6m on component renewal. A further £4.675m will be spent on major projects. The planned works and expenditure earmarked for the three regeneration estates is also detailed.

COMPONENTS	
Kitchens	137
Bathrooms	130
Roof Replacements	72
Boiler	152
Windows	87
Doors	278
EWI	20
Total Components	£3,600,000
MAJOR ON-SITE PROJECTS	
Sheldrick and Brangwyn (Harlands Estate)	£250,000
South View + ventilation	£1,250,000
Ravensbury	£400,000
Glebe Phase 1	£375,000
4 Acres	£200,000
Total projects on site	£2,475,000
NEW MAJOR PROJECTS	
Glebe Estate phase 2	£400,000
London Rd 376 - 380	£150,000
SW19 block roofs	£550,000
Rickards Way	£250,000
Eastfields Merton - decs	£200,000
High Path Merton - decs	£200,000
Minor works	£450,000
Total of new projects	£2,200,000
	£8,275,000

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