

## Some facts about repairs

Providing a good repairs service is one of our main priorities. We have made lots of changes to the service to provide residents with a lower cost, more efficient service.



- We deliver around 60,000 repairs every year, that's 5,000 every month, so it's important that we get it right.
- Nine in ten tenants who have recently had a repair are satisfied with the quality of the repair (87 per cent).
- Timeliness and attendance is good. Nearly all of our repairs are completed in two or fewer visits.
- The number of complaints that we have received has fallen by nearly a quarter over the past two years.

## What's new?

We have extended our repairs contract to continue working with our main repairs contractor, Mears, for another three years, reducing our contract costs by £650k every year. Over the next three years, we will continue to improve the service. Some of the changes that you will see are:



From April, our repairs surveyors will use a mobile app to log and confirm repair works needed, meaning that they spend more time out doing inspections and less time in the office.



We are making it easier for the contractor to get on with the work needed by allowing them to assess and make more repairs without sign off from council officers. This will speed up the repairs process and will reduce administration, saving around £135k each year.



We will continue to deliver major improvement works to meet the Lambeth Housing Standard. These works, combined with our cyclical and planned preventative maintenance programmes, will continue to reduce the number of ad-hoc repairs needed.

## Recycling on estates trials

We are running four different recycling trials between now and April to understand how effective each of the changes are at increasing recycling rates.



**Engagement and persuasion**



**Offer free clear plastic bags**



**Improve signage**



**Offer free reusable bags**



**Control**

We are still collecting data to understand whether any initial improvements in recycling rate have been sustained and will report back the findings, as well as any policy changes that we are considering, in the April edition of this performance report.