



South West Audit Partnership
Internal Audit Report

Housing Repairs 2007/2008

Scott Freeborn

January 2009

South West Audit in Partnership with



Management Summary

Housing Repairs is the system used to ensure the Council's Housing Stock is maintained to a safe standard for tenants. Various repairs are carried out, including those covered by the Right to Repair scheme. This covers small urgent repairs which if not carried out within a specified period is likely to jeopardise the health, safety or security of the tenant. The regulations set out which repairs are included in the scheme. Most repairs are carried out at the expense of the Council, however, damage caused by misuse or neglect are recharged to the tenant.

Annual expenditure on Repairs and Maintenance work for 2007/08 in total 4,382m of which approximately £ 1.344m was in respect of general maintenance.

The repairs are carried out by either staff in the DLO Building Maintenance section based at the Priory Depot in Taunton, or specialist contractors, and administered by staff at the DLO.

In essence, the Housing Repairs section has a long term relationship with Deane DLO to provide the practical delivery of the Housing repair service, a client - contractor relationship.

On the client side there is one manager, 4 repairs assistants, 1 admin assistant and 1 clerical assistant. These officers act as the initial point of contact with the tenant, identify the works required, the priority, and whether the tenant is required to pay for the costs incurred. These are supported by 2 Technical/Quantity Surveyors and 3 Clerks of Works who respectively assess and determine the nature & value of works required, and ensure the works as completed are performed satisfactorily.

With the devolved responsibility for works to the DLO the technical capability in the form of the surveyors and other professional skills has remained with the client-side. There is a working practice where surveyors will liaise and assist the DLO manager as and when required as if they are still within a directly managed Housing repairs service.

The audit when testing the system of controls has identified a number of issues as addressed in the body of the report following. Taken overall, the number and type of recommendations arising whilst individually not being show-stoppers give indication that management attention is required to improve this service area,

This particular audit has had a long gestation period and during the period between the initial field work and agreeing the final report the issues identified have been positively addressed and as a consequence several of the recommendations reported have already been completed are well in-hand.

Consequently, I am able pleased to be able to revise the initial audit assessment of 'Partial' assurance to 'Reasonable' assurance in recognition of the work undertaken to resolve the issues identified.

Audit Opinion ▲ ★ ★ ★ Full ▲ ★ ★ Reasonable ▲ ★ ★ Partial ▲ ★ ★ No

▲ ★ ★ I am able to offer reasonable assurance as most of the areas reviewed were found to be adequately controlled. Generally risks are well managed but some systems require the introduction or improvement of internal controls to ensure the achievement of objectives.

The common theme perceived from the original findings of this review is that whilst the job is being done there has not been sufficient close management attention been paid to the detailed evaluation, documentation and agreement of procedures to be followed to undertake the varying tasks required. Without this 'benchmark' management is reduced to making general assurances that cannot be readily evidenced about the delivery of the service significantly limiting the amount of assurance that can be given.

However, the positive actions undertaken by the Housing Property Manager to mitigate the identified risks has enabled the audit assessment to be revised upwards providing management with a higher level of assurance. As part of this process, the risk assessment recommendations reported at draft stage have been reviewed and some have been revised from Medium to Low. Normally, 'Low' risk recommendations will not be reported, but in this instance have been retained to evidence the actions that have been taken.

PARTICULARLY GOOD ASPECTS OF THE SERVICE INCLUDE:

- Policies and procedures in place defining Taunton Deane's role and responsibilities for repairs and maintenance as a responsible social landlord.
- Contract placement process performed in accordance with Authority's Standing Orders and Financial regulations
- Satisfactory monitoring of Works and budget/actual costs

MATTERS BROUGHT TO MANAGEMENT ATTENTION INCLUDE:

- 1. Employees involved in the procedures should have a copy of the office manual for reference.**
 - 1.1. *No office procedure manual for day to day activities - **Completed***
 - 1.2. *No Procedure manual for IS systems used. – **Completed***
- 2. Personnel/Payroll should be promptly informed when casual staff join and leave with appropriate joiner/leaver forms being completed to add/delete from payroll as appropriate.**
 - 2.1. *No formal procedure in place to manage termination/transfer of employees to ensure recovery of ID passes etc - **Completed.***
- 3. A formal training process should be in place for all staff. Staff should maintain PDP's in agreement with the service manager.**
 - 3.1. *Annual PRED staff review process is overdue. **Agreed – will be done***
- 4. Managers and staff are aware of their responsibilities under the Health and Safety at Work Act 1974.**
 - 4.1. *No risk register available for reference – review. **Copy obtained and placed in Office Manual***
- 5. An inventory is maintained which consists of all equipment and furniture held.**
 - 5.1. *There is no inventory. There are also issues over responsibility for items following client – DSO split. - **Completed***
- 6. On completion of the work, the tenant should be required to sign the works order to confirm that the work has been carried out.**

- 6.1. *Confirmation that works completed as per job ticket not always obtained.*
- **Agreed**
7. **Where rechargeable work is undertaken, payment in advance should be required wherever possible, or a form confirming acceptance of the recharge, should be signed before work is carried out.**
A clause should be included in the tenancy agreement that tenants will be liable for any damage caused by them.
- 7.1. *Recharge procedures failing to recover due amounts.* - **Agreed**
- 7.1. *Confirmation of liability for recharge not obtained from tenant.* - **Agreed**
8. **Tenants should be made aware of the correct procedure for reporting faults and where applicable the payment/ recharging for the work carried out.**
- 8.1. *Guidance to tenants for rechargeable works does not instruct them that only invoices from the Council should be accepted.* – **Agreed**
9. **The housing unit should immediately inform the repairs unit of all ‘new’ and all sales and disposals and system updated in order that, for example, programmed work schedules may be amended accordingly.**
- 9.1. *Property Stock Records not up to date – risk of work to non-council properties.*
- **Completed**
10. **The repairs and maintenance system should record the following for each property: age, condition, fitted equipment e.g. gas fires, etc, date of work carried out, name of contractor, details of work, cost of work, any planned maintenance work due.**
- 10.1. *Deficiencies in records allow possibility of reactive repairs being performed on units scheduled for programmed maintenance.* - **Agreed**
11. **A Contingency plan is maintained and is regularly updated**
- 11.1. *There is no DR contingency plan identifying DLO role in the event of major civil emergency.* - **Agreed**

Audit Objectives

This review sought to establish whether:

- Procedures are operated in accordance with legislation and the organisation’s agreed policy
- An office manual exists and procedures are operated in accordance with it
- All repairs are legitimate and appropriate and there is documentary evidence to support all repairs and maintenance transactions
- The repairs unit property records are kept up to date
- All relevant records are updated to record repairs and maintenance transactions
- The recorded assets are periodically agreed with an independent source
- All repairs and maintenance work is correctly calculated and valued
- All repairs and maintenance transactions are initiated and recorded promptly
- All records should be protected against loss or unauthorised access.

Matters for attention

1. Employees involved in the procedures should have a copy of the office manual for reference.

- 1.1. After discussions with the Housing Property Manager It was established that the Repairs management computer system was significantly upgraded in the last year, and that whilst operating satisfactorily at the time of intial review it was still in it's bedding-in phase. As a consequence at that time there were no office manuals detailing the procedures to follow for day to day activities. Without these there can only be limited management assurance that all processes are being carried out in the expected manner consistently. In the period following the initial review all repairs staff have received training in use of the system. A manual has been prepared and made available to all staff based upon training documentation supplied by Academy, the system provider, giving clear procedural guidance on the completion of all required tasks. The master copy of which is held in the housing Property Manager's office for update and modification when required. In addition, employees do not have a copy of the office manual for the new IT system. It was noted with the impending implementation of SAP there is to be further change, and staff need to be instructed in the correct way to perform IS related task so that they and management can be confident they are completed correctly, and efficiently.

The initially identified risk that staff to not know the correct way to carry out tasks leading to inconsistent practices has been proactively addressed by the Housing Property Manager and .

The following recommendations have been addressed by the Housing Property manager by the development and introduction of a staff maual that not only, as above details the operational rcedures for Housing repairs staff to follow but also includes reference to more general aspects of the operation and management of the services provided.

- 1.1a I recommend that the Housing Property Manager ensures that an office manual is produced and a copy made available to all staff.**
– Recommendation implemented

- 1.1b I also recommend that the Housing Property Manager ensures that a copy of the office manual for the IT system is readily available to relevant staff members.**
– Recommendation implemented

2. Personnel/Payroll should be promptly informed when casual staff join and leave with appropriate joiner/leaver forms being completed to add/delete from payroll as appropriate.

- 2.1. The procedure for returning keys, ID passes, car park passes, etc for officers leaving the Council's employment or transfer to another section was discussed with the Housing Property Manager. At that time it was established that there is no written procedure for this within the Council and relies on individual managers being aware of the items in the officer's possession and then retrieving the items before the officer departs. Subsequent to the initial

meetings the Housing Property Manager has developed and prepared a comprehensive file providing guidance on processes and procedures to be followed not only when a member of staff leaves the authority but also for use when a new member of staff joins. This, augmented as required for more detailed aspects from the Council's intranet, provides a comprehensive procedure to be followed when required.

The initially identified a risk that important items may not be returned when a member of staff leaves the Council has been positively addressed..

**2.1a I recommend that the Housing Property Manager writes and implements a procedure to follow which ensures that items such as ID badge, car park pass, etc, are returned when a member of staff leaves the Council.
– Recommendation Implemented**

3. A formal training process should be in place for all staff. Staff should maintain PDP's in agreement with the service manager.

3.1. This was discussed with the Housing Property Manager. The Council's system (PREDS) is used. This is an appraisal process during which staff and managers are able to identify any training needs and personal development is encouraged.

This is supposed to be re-performed every 12 months; however, the Housing Property Manager confirmed that this is now overdue for all his staff.

There is therefore a risk that staff may be inadequately trained to carry out their duties.

**3.1a I recommend that the Housing Property Manager carries out PREDS for all staff in accordance with the Council's policy.
– Recommendation Agreed. Complete by April 2009**

**4. All activities have been risk assessed and documented.
There is a Procedure for assessing new activities.
Managers and staff are aware of their responsibilities under the Health and Safety at Work Act 1974.**

4.1. Risk workshops were carried out for all services within Taunton Deane Borough Council in order that corporate and service specific risks were identified and managed. A copy of the latest risk assessment for the service has been placed into the newly created Office Manual and is readily available for reference by the Housing Property Manager. It was observed that getting on for three years has passed from its original creation but there was evidence that the schedule had been reviewed and the assessed risk factors updated.

**4.1a I recommend that the Housing Property Manager ensures that a risk register is kept and updated regularly.
- Recommendation Agreed. Completed.**

5. An inventory is maintained which consists of all equipment and furniture

held.

- 5.1. The Housing Property Manager informed us that there is no inventory held by the section. There is also the question of who is responsible for what with the client - DSO split. An inventory should have been completed at the time identifying those items used by client side staff and those with the DSO, and responsibility for their care thereafter established. Following the audit fieldwork an inventory has been prepared and placed into the newly created office manual.

There is therefore a risk that the Council's assets are not safeguarded against loss or theft.

- 5.1a **I recommend that the Housing Property Manager prepares an inventory of all assets held by the section.**
- **Recommendation Agreed. Completed**

- 6. On completion of the work, the tenant should be required to sign the works order to confirm that the work has been carried out.**

- 6.1. After discussions with the Works Coordinator I was informed that the tenant is not required to sign the works order to confirm that the work has been carried out. This is because the tenant is not always there when the work is completed. The Job ticket as issued to the contractor does, however, have a section pre-printed where the tenant is expected to sign to affirm that the work has been completed.

This causes several risks for the Council. There is a reputational risk that the Council say they have carried out work but tenant says they have not.

There is a risk that the Council are not aware if work is not being completed and as a result no steps are taken to ensure this does not happen again.

There is a risk to the health and safety of the tenant if the work is not carried out to a satisfactory standard.

- 6.1a **I recommend that the Housing Property Manager ensures that on completion of the work, the tenant is required to sign the works order to confirm that the work has been carried out.**
- **Recommendation Agreed.**

- 7. Where rechargeable work is undertaken, payment in advance should be required wherever possible, or a form confirming acceptance of the recharge, should be signed before work is carried out. A clause should be included in the tenancy agreement that tenants will be liable for any damage caused by them.**

- 7.1. To test the operation of the rechargeable works process a sample of 20 recharges were taken from a report containing a list of recharges for the year.

From the sample it was noted that although the correct procedures have been followed, only 4 of the bills had been paid in full. For the outstanding cases for

some there was a mixture of evidence showing the stage in the recovery process reached or a narration with a reason for not pursuing recovery. This left 2 of the sampled cases with no supporting narrative explaining what steps or why recovery not completed.

It was also noted that 9 of the recharges sampled that had invoices sent to the customer, no form confirming acceptance of the recharge was signed by the tenant before the work was commenced was held on file. Whilst it is clear from the tenants terms and conditions in the tenants handbook that cost for certain works are recoverable there are on occasion issues at the point in time when the works are undertaken.

Where a tenant indicates that they wish the Council to undertake the rechargeable repair they are clearly advised that they will be invoiced for the cost. This normally is done by phone as typically the nature of the work is 'urgent' i.e. a broken window or door.

A job order and a letter to be signed by the tenant acknowledging the debt is then generated and a tradesman attends. On arrival the tradesman seeks to get the tenant to sign the letter acknowledging that they will be responsible for the cost.

However, despite earlier verbal assurances on the phone, not all tenants will sign the letter. The tradesman then has to assess the situation and determine whether declining to do the work will conflict with the Council's social landlord responsibilities – i.e. that the property is safe and secure. On occasion, the tradesman will determine that works have to be carried out to meet this requirement despite a refusal to sign the acknowledgement letter. In these instances the bare minimum of work required will be performed to meet landlord obligations. This is recorded on the job sheet by the tradesman.

On completion of the works the cost is identified and a sundry debtor account is raised upon the tenant. This is not done by the Repairs service but is handled via Taunton Deane's corporate Debtor's system. As indicated above, recovery where the tenant refuses to acknowledge their responsibility only meets with limited success. Where the amount due is not paid the case is referred over to an estates officer to pursue as part of tenancy management. Often times the tenants involved have other 'issues' and recovery is not likely, and ultimately the account is, pragmatically, written off.

The issue of the tenant not being willing to sign acknowledging responsibility for paying for works can be in part addressed by a simple change in procedures. At the time of receiving the request the repairs assistant specifically advises the tenant that by requesting the work be done they are accepting liability for all payments due, and that this will be confirmed in writing. This then is reinforced at the time of the tradesman's visit by handing over a letter recording their agreement, at such and such date and time, to be responsible for the costs incurred. This letter then need not be signed.

There is a risk that difficulties may occur in recovering the cost of rechargeable works as tenants may refute liability for the charge.

There is a risk that the Council suffers a financial loss from a failure to adequately pursue and recover costs incurred on works where the tenant is liable for the expenditure.

7.1a I recommend that Housing Property Manager reviews the process of undertaking rechargeable work to ensure that it is cost effective to the Council.

- Recommendation Agreed. Target for completion June 2009.

7.1b I recommend that the Housing Property Manager reviews the letter taken by the tradesman attending a rechargeable works.

- Recommendation Agreed. Target for Completion June 2009.

8. Tenants should be made aware of the correct procedure for reporting faults and where applicable the payment/ recharging for the work carried out.

8.1. I was able to affirm that the tenants Handbook sets out both the Council's and tenants responsibilities in respect of repairs to council properties. The handbook correctly states that where the Council carries out repairs that are the tenant's responsibility they will be required to pay the full cost incurred by the Council to do the necessary works.

Equally, the handbook informs tenants that they should normally seek to get repairs they are responsible for performed themselves at their own expense.

The handbook does not inform the tenant that the Council, not the contractor, will invoice the tenant for the cost incurred. After discussion with the Housing Property Manager it was noted that tenants are not instructed to report immediately any cases where an employee or contractor has demanded payment direct.

There is a risk that 'vulnerable' tenants may 'pay twice' for a completed works order. Once 'correctly' on receipt of a rechargeable works invoice from the Council, and, twice, by making a cash payment to the workmen. The Council could suffer reputational damage should it be discovered that has occurred with contractors, or DSO tradesmen, sent by TDBC to do the repair.

This has been addressed by the housing Property Manager and revisions are in the process of being agreed for insertion in the new Tenants handbook to be issued by April 2009.

8.1a I recommend that the Housing Property Manager ensures the tenants' handbook is updated to include a statement that tenants will be invoiced for any rechargeable works and to report immediately any cases where an employee or contractor has demanded payment direct.

- Recommendation Agreed. In hand, target for Completion April 2009.

9. The housing unit should immediately inform the repairs unit of all 'new' and all sales and disposals and system updated in order that, for example, programmed work schedules may be amended accordingly.

9.1. The Housing Repairs Unit receives a weekly report by e-mail notifying it of acquisitions, sales and disposals of housing rental stock. Using this

information the Academy system is manually updated. A pop up is displayed after the sold property's details are entered onto academy informing Repairs Unit the users that the property has been withdrawn from the Housing Stock and that no future amendments/works actions are allowed.

Where a property is known to be in the process of disposal the Housing Repairs Manager is informed on the above weekly report in order that the dwelling can be excluded from any planned maintenance programme. This information is recorded into the Academy system and should a repairs request be received prior to completion of the disposal the nature of the works requested reviewed to ensure it truly is a reactive essential repair, not refurbishment sought prior to selling.

A random sample of five properties disposed of in 2007-8 was taken and two were found not to be frozen on the repairs system. Whilst the finding cannot in itself be statistically meaningful, given the relatively low numbers of disposals annually from the HRA stock, finding any errors indicates there are flaws in the current process that need addressing.

There is a risk that work may be carried out on properties no longer owned by the organisation.

9.1a I recommend that the Housing Property Manager ensures that the housing unit immediately updates Academy system of all sold and completed right to buy applications.

- Recommendation Agreed. Implemented and completed.

10. The repairs and maintenance system should record the following for each property: age, condition, fitted equipment e.g. gas fires, etc, date of work carried out, name of contractor, details of work, cost of work, any planned maintenance work due.

10.1. From discussion with the Housing Property Manager and staff within the service it was established that a manual list of pre-planned maintenance or refurbishment work is given to housing repairs staff. The purpose of this list is so that officers responsible for responding to requests for repairs from tenants are aware of what is planned and no conflicting reactive repairs are carried out. However, it is unlikely that staff will remember every property on the list and therefore there is a risk that inappropriate reactive repairs are carried out at a cost to the Council. The new property management system has a notepad facility and this could be used to record key data such as this and provide repairs staff with a more assured method of ensuring that unnecessary repairs expenditure is avoided.

Following previous audit discussions the Housing Property manager has instituted a process where planned maintenance programmes will be appended into the repairs database and flagged to ensure reactive work requested does not conflict with planned work due. This will augment the comprehensive information already stored in the repairs database for each property.

10.1a I recommend that the Housing Property Manager arranges for the facility to include details of pre-planned maintenance or refurbishment work and ensures that this is used by staff.

- **Recommendation Agreed. Procedures put in place.**

11. A Contingency plan is maintained and is regularly updated

11.1. Taunton Deane has in place a number of contingency plans that can be brought into play in the event of a disaster or civil emergency. From a housing repairs and maintenance perspective this has not been cascaded down to determine how these will impact on the delivery of a housing repairs service in the event of a disaster. For example in the event of flooding resources would be diverted to address this leaving reduced or little cover to deal with other emergency repair work to other housing stock. There is therefore a risk that the minimum essential service cannot be provided in the event of a disaster within the Borough.

11.1a I recommend that the Housing Property Manager writes a contingency plan to cover the Housing Repairs service and how it is to be deployed in the event of a disaster or civil emergency.

- **Recommendation Agreed. Corporate emergency/contingency plans being reviewed and service has input to this process.**

Level of Discussion

Main discussions took place with:

Tim Haynes, Housing Property Manager
Janet Foukrache, Works Coordinator

I would like to record my thanks to these officers and others whose help and co-operation has been appreciated.

Scott Freeborn Paula Camp
Principal Auditor Senior Auditor
January 2009

| Report Ref. | Recommendations | Risk Assess H/M/L | Agreed | Comments | Responsibility for Action | Target Date |
|-------------|--|-------------------|--------|--|---------------------------|-------------|
| 1. | Employees involved in the procedures should have a copy of the office manual for reference. | | | | | |
| 1.1a | I recommend that the Housing Property Manager ensures that an office manual is produced and a copy made available to all staff. | M | Agreed | A manual has been prepared and made available to staff. This will be periodically reviewed and kept up to date. | Tim Haynes | Completed |
| 1.1b | I also recommend that the Housing Property Manager ensures that a copy of the office manual for the IT system is readily available to relevant staff members. | M | Agreed | A manual has been prepared and made available to staff. This will be periodically reviewed and kept up to date. | Tim Haynes | Completed |
| 2. | Personnel/Payroll should be promptly informed when casual staff join and leave with appropriate joiner/leaver forms being completed to add/delete from payroll as appropriate. | | | | | |
| 2.1a | I recommend that the Housing Property Manager writes and implements a procedure to follow which ensures that items such as ID badge, car park pass, etc, are returned when a member of staff leaves the Council. | M | Agreed | A comprehensive office manual has been created including procedural guidance for both starters and leavers. | Tim Haynes | Completed |
| 3. | A formal training process should be in place for all staff. Staff should maintain PDP's in agreement with the service manager. | | | | | |
| 3.1a | I recommend that the Housing Property Manager carries out PREDs for all staff in accordance with the Council's policy. | M | Agreed | All staff will receive a PRED review. These will be scheduled to reflect current restructuring and period since last review. | Tim Haynes | April 2009 |

| Report Ref. | Recommendations | Risk Assess H/M/L | Agreed | Comments | Responsibility for Action | Target Date |
|-------------|---|-------------------|--------|---|---------------------------|-------------|
| 4. | <p>All activities have been risk assessed and documented. There is a Procedure for assessing new activities. Managers and staff are aware of their responsibilities under the Health and Safety at Work Act 1974.</p> | | | | | |
| 4.1a | I recommend that the Housing Property Manager ensures that a risk register is kept and updated regularly. | L | Agreed | Service risk register will be periodically revisited and updated as necessary | Tim Haynes | Completed |
| 5. | <p>An inventory is maintained which consists of all equipment and furniture held.</p> | | | | | |
| 5.1a | I recommend that the Housing Property Manager prepares an inventory of all assets held by the section. | L | Agreed | This has been done and included in the office manual. | Tim Haynes | Completed |
| 6. | <p>On completion of the work, the tenant should be required to sign the works order to confirm that the work has been carried out.</p> | | | | | |
| 6.1a | I recommend that the Housing Property Manager ensures that on completion of the work, the tenant is required to sign the works order to confirm that the work has been carried out. | M | Agreed | Where ever possible try to obtain a signature from tenant, procedures will be reviewed to require tradesman to indicate why signature was not obtained. | Tim Haynes | Completed |
| 7. | <p>Where rechargeable work is undertaken, payment in advance should be required wherever possible, or a form confirming acceptance of the recharge, should be signed before work is carried out. A clause should be included in the tenancy agreement that tenants will be liable for any damage caused by them.</p> | | | | | |
| 7.1a | I recommend that Housing Property Manager reviews the process of undertaking rechargeable work to ensure that it is cost effective to the Council. | M | Agreed | A pro-forma invoice is issued in advance where possible to collect income before work performed. Where no income after 4 weeks will refer to Estates management to determine whether tenant | Tim Haynes | June 2009 |

| Report Ref. | Recommendations | Risk Assess H/M/L | Agreed | Comments | Responsibility for Action | Target Date |
|-------------|---|-------------------|--------|---|---------------------------|-------------|
| | | | | has undertaken work or not, and whether work has to be done as part of landlord's responsibilities. | | |
| 7.1b | I recommend that the Housing Property Manager reviews the letter taken by the tradesman attending a rechargeable works. | L | Agreed | Will look into wording of letter to determine whether it is necessary to get tenant to sign at time agreeing to pay costs, thus avoiding potential confrontational issues for tradesman attending when signature refused. | Tim Haynes | June 09 |
| 8. | Tenants should be made aware of the correct procedure for reporting faults and where applicable the payment/recharging for the work carried out. | | | | | |
| 8.1a | I recommend that the Housing Property Manager ensures the tenants' handbook is updated to include a statement that tenants will be invoiced for any rechargeable works and to report immediately any cases where an employee or contractor has demanded payment direct. | L | Agreed | Amendments to the new look tenants handbook are in the process of being implemented | Tim Haynes | April 2009 |
| 9. | The housing unit should immediately inform the repairs unit of all 'new' and all sales and disposals and system updated in order that, for example, programmed work schedules may be amended accordingly. | | | | | |
| 9.1a | I recommend that the Housing Property Manager ensures that the housing unit immediately updates Academy system of all sold and completed right to buy applications. | L | Agreed | This has been implemented | Tim Haynes | Completed |

| Report Ref. | Recommendations | Risk Assess H/M/L | Agreed | Comments | Responsibility for Action | Target Date |
|--------------|---|-------------------|--------|---|---------------------------|----------------------------|
| 10. | The repairs and maintenance system should record the following for each property: age, condition, fitted equipment e.g. gas fires, etc, date of work carried out, name of contractor, details of work, cost of work, any planned maintenance work due. | | | | | |
| 10.1a | I recommend that the Housing Property Manager arranges for the facility to include details of pre-planned maintenance or refurbishment work and ensures that this is used by staff. | L | Agreed | Processes have been put in hand to ensure the housing property database is up to date for planned / programmed maintenance to ensure reactive work requests do not conflict. A formal review of the operation for its first year of the system between TDBC and the supplier is to be completed by June 2009. | Tim Haynes | Rolling process. |
| 11. | A Contingency plan is maintained and is regularly updated | | | | | |
| 11.1a | I recommend that the Housing Property Manager writes a contingency plan to cover the Housing Repairs service and how it is to be deployed in the event of a disaster or civil emergency. | M | Agreed | The TDBC corporate contingency/emergency plans is currently in process, and input in respect of the service has been provided as part of this. | Tim Haynes | As rolled out corporately. |