

DSO Building Management

Annual Report

2019/2020



Introduction

DSO Building Management is committed to providing an excellent repairs and maintenance service and has been working hard to make our properties a safe, decent place to live.

In recent years the financial climate has changed significantly placing additional pressures on money available to fund the service. We recognised the need to ensure value for money in all aspects of service delivery and have worked hard to make the most of our budget whilst not compromising on quality and still delivering an excellent service.

This is our first annual report and it gives easy to understand key information about the performance of the DSO Building Management Team and outlines what we have done in many important areas across the service between April 2019 and March 2020.





Improvement to homes

In 2019-2020 we carried out a number of improvements to homes. This work included replacing kitchens, bathrooms, boilers and installing new windows and doors.

210 new kitchens were installed

127 new bathrooms were installed

64 window and door installations

7 blocks of flats had the roofing completely replaced

347 new boilers installed

27 individual homes had their roof replaced

14 blocks also had cyclical decoration completed. This is where we undertake work to keep the external and internal communal areas of our properties in good decorative condition

We also carried out a number of adaptations to help give greater freedom to our tenants within the home, **52** properties had level access showers/wet rooms installed; **14** properties had over-bath showers; **39** stair-lifts were installed in properties.

Day-to-day repairs in homes

As a landlord we are responsible for carrying out a range of repairs in our tenants' homes to ensure they are kept in good condition. Our tenants also have obligations in terms of carrying out and reporting repairs such as blocked sinks and fencing.

From 2017 we implemented a new repairs system which helped us to better allocate repair jobs to both our in-house workforce and contractors, increasing efficiency and satisfaction for our tenants.

In 2019-2020:

26,459 repair jobs were raised with **84%** being completed by our in-house workforce, which is up **10%** on the previous year

100% of emergency repair appointments were completed on time

91.31% of non-emergency repair appointments were completed on time

98% of customers were happy with the repair that was carried out

We received **26,138** calls to the repair line

There was an average of **15** days from reporting a repair to completion

84% of repairs were fixed at the first visit and didn't need any further work

The average cost of a repair was **£106.71**

We spent on average **£495.37** per property

Percentage of rechargeable debt recovered **86%**



Empty properties

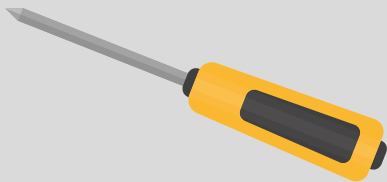
When one of our properties becomes empty, it is really important that we bring it back to a standard where it can be re-let to a prospective tenant as quickly as possible to help us meet our housing demand and to also reduce the amount of rental income lost.

In 2019-2020 we spent **£1,100,504** bringing **259** empty properties up to a standard in which we can then re-let.

The amount of repair work required within each empty property determines how each is categorised, as follows:

Minor - a property needing basic repairs and the necessary checks, with an aim to be completed within 14 days of DSO Building Management collecting the keys. Last year we completed 86 minor voids in an average of

8 days



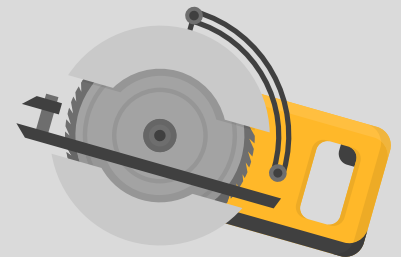
Major - a property needing major upgrade work such as new kitchen/ bathroom with an aim to be completed within 28 days of collecting the keys. Last year we completed 57 major voids in an average of

24 days



Refurbishment - this is when the work is so extensive that it is not possible to give a target date for completion and is agreed on a case-by-case basis. Last year we completed 116 refurbishment voids in an average of

53 days



Health and Safety

We want our tenants to feel safe and secure in their home, free from disrepair and any potential hazards that could place themselves or the property at unnecessary risk.

We are pleased to report that

100% of our homes had a valid Gas Safety Certificate

1,669 home had electrical tests/and or remedial works including rewiring completed

50 communal sites such as blocks of flats had electrical tests and/or remedial works completed

1,468 carbon monoxide detectors were installed



Social Value

The Council's ambition is to complete as much work as possible ourselves and are working hard to reduce our reliance on contractors. In order to recognise how important our community is to our customers, we have also been encouraging our contractors to give something back to the community in which it has a presence.

In 2019-2020, a number of our contractors committed to:

- **Funding community events**
- **Funding the councils 'Your Borough' publication**
- **Employability skills such as work placements, career advice and support**
- **Free training for council staff**

Environmental footprint

We have also worked hard to reduce our environmental footprint. By organising our repair appointments more efficiently we have reduced the number of miles that we needed to drive and used 8,870 litres less fuel than we did in 2017-2018.

We completed a programme of 344 new boiler installs 2019-2020, removing D-Rated boilers and replacing them with high efficiency A-Rated boilers, this has resulted in a huge 168,298 litres of carbon reduction. This is likely to have also generated a saving in fuel bills for our tenants.



Future

We hope you enjoyed this year's report and have found it a useful and quick way to see what's happening within DSO Building Management. Moving forward we aim to improve upon our good performance and provide an even better service to meet the needs of our tenants.

Over the new financial year we will continue to make a difference and improve by:

- Launching an online repair reporting tool on our website which will allow our tenants to not only report their repair but also book an appointment, as well as access to a number of self-help guides and videos

- Growing our workforce and bringing as much work in house, this includes our electrical upgrade programme

- Exploring the introduction of a paid handyman service who could provide help with small jobs around the home that are usually the responsibility of the tenant so are not covered by our repairs service

- Review and implement the recommendations of the Hackitt Report (Building a Safer Future)

DSO Building Management

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