

Business Intelligence 2016-17

Thank you for participating in the Asset Management Network's Business Intelligence survey 2016-17.

You will be asked a range of questions covering the following topics:

- Strategic asset management
- Establishment
- Contact centre
- Responsive repairs
- Voids
- Planned maintenance
- Cost management
- Compliance
- Customer satisfaction

The survey is made up of a number of 'core' questions. We have also included a number of optional questions. Throughout the survey, you will be asked if you want to answer these. These do not need to be answered in order to complete the survey - but by doing so, you will help provide insight on areas like IT systems, as well as elaborating further on the topics listed above.

As multiple individuals may need to contribute to this survey, a PDF version has been attached to the email inviting you to take part. If necessary, please do circulate this around in advance of completing the survey. Alternatively you can send a completed PDF survey to Luke Morris (luke.morris@hqnetwork.co.uk) who will key in the results for you.



The Asset Management Network's Business Intelligence Survey

Your details

1. Before continuing, please enter your details:

Your name:

Organisation name:

Your email address:

Your phone number:

Strategic asset management

2. What is the total number of properties managed by your organisation?

Number of self-contained properties:

Number of non-self-contained properties (a property with more than one tenancy inside counts as a single property):

3. Is your asset management strategy up to date?

- Yes
- No

4. What method is used to survey the stock?

Examples of methods could be a rolling survey of a set percentage or a sample survey.

5. What percentage of your stock has been physically surveyed (i.e. is not cloned data)?

Please enter a number between 0-100. Please do not include the % sign in your answer.

6. What is your percentage of non-decent homes?

This is the proportion of homes which were non-decent at 1 April, failing to meet the Decent Homes Standard, the Welsh Housing Quality Standard or the Scottish Housing Quality Standard.

Please enter numbers between 0-100. Please do not include the % sign in your answers.

Including refusals:

Excluding refusals :

7. Do you have a comprehensive list of land and property holdings i.e. an Assets and Liabilities Register or Property Terrier?

Yes

No

8. What is your average SAP rating (SAP)?

We would like to know the average SAP rating of your domestic housing stock. The Standard Assessment Procedure (SAP) is an index of the annual cost of heating a self-contained dwelling to achieve a standard heating regime. Please input your answer in the box corresponding to the version of SAP you use.

SAP 2001:

SAP 2005:

SAP 2009:

SAP 2012:

RDSAP:

9. We have written a small number of additional questions relating to strategic asset management. Would you be willing to answer these, before continuing with the survey?

Yes

No

Strategic asset management - additional questions

10. Does your organisation have a rolling 3/5 year investment programme that is published for residents to see?

This should be a confirmed programme.

- Yes
- No

Strategic asset management - additional questions

11. What do you do as an alternative?

12. What IT system(s) do you use to collect, store and analyse asset data?

13. Would you use this system in the future? Why?

Establishment

14. What is the total number of client side staff (WTE) delivering the property function?

Include all staff such as: support and admin, call centre staff, technical staff, managers and supervisors and senior managers.

15. What is the total number of contractor staff (WTE) directly employed to deliver the property function?

Only include directly employed trade operatives, do not include your contractors' staff or trade operatives.

Managers,
supervisors
and other
non-productive
labour:

Trade operatives:

Contact centre

16. What is the total number of repairs calls received per annum?

Please include the total number of repairs calls received for the last full year, including those received directly by your contractors.

Received by your
contact centre:

Received by your
contractors
directly:

17. What is the total number of responsive repair jobs raised per annum?

Please include the figures for the last full year (2016/17).

18. What is your average call waiting time?

Please include the figures for the last full year. Please give a figure in minutes.

For your contact
centre:

For calls directly to
contractors:

19. What is the percentage of abandoned calls?

This is the number of callers who hung up before their call was answered. Please enter a number between 0-100. Please do not include the % sign in your answer.

For your contact centre:

For calls directly to contractors:

20. What is the percentage of responsive repairs (excluding emergencies) where an appointment was made at the time of repairs being reported by the tenant?

Please enter a number between 0-100. Please do not include the % sign in your answer.

21. Where is your contact centre located?

- Within the housing / repairs service
- Corporate contact centre
- With the repairs contractor
- Other (please specify)

Responsive repairs

22. How is your day-to-day reactive repairs service delivered?

- External Contractor
- Through DLO
- Hybrid/Mixture
- Other (please specify)

23. Given the choice, would you continue to use this service method in the future?

Why?

24. What are your local target responsive repair timescales in working days?

If not applicable, please explain why.

Emergency

Urgent

Non-urgent

Not applicable
(please explain
why):

25. What percentage of your repairs were completed within local target timescales?

Please include your own percentage performance against the repair timescale. If you no longer work to standard timescales (i.e. you only work with appointment led repairs), please explain why in the 'not applicable' box.

Emergency

Urgent

Non-urgent

Not applicable
(please explain why):

26. What is the average time in working days to complete reactive repairs (excluding emergencies)?

27. What is the percentage of responsive repairs (excluding emergencies) where the original appointment was actually kept?

Please enter a number between 0-100. Please do not include the % sign in your answer.

28. What are the proportions of emergency, urgent and routine repairs (separately) as a percentage of total responsive repairs?

Please include the number of repairs as a percentage of all responsive repairs undertaken by the organisation and/or its contractors. Please enter a number between 0-100. The three percentages should add up to 100%. Please do not include the % sign in your answer. If this question is not applicable to you, please state why.

Emergency:

Urgent:

Routine:

Not applicable
(please explain
why):

29. What is the percentage of responsive repairs completed on first visit (right first time)?

If a responsive repair is not completed on the first visit it should not be counted as 'right first time'. However, in the event a tenant fails to keep an appointment, that visit can be excluded and the next visit becomes the first.

Please enter a number between 0-100. Please do not include the % sign in your answer.

Voids

30. What is your total number of voids per annum?

Please provide figures for the last full year.

31. What is the average time in calendar days for void works to be completed?

We are seeking to establish the average time in calendar days from a void being received for work to commence (i.e. keys handed to contractor to commence work) to completion of all specified work and handed back to management for letting. Members should submit time and clarify with comment if necessary.

Time from keys
being received
to pre-inspection:

Time from pre-
inspection
to works issue:

Time from works
issue
to complete:

Time from works
complete
to new tenancy
starting:

32. What is the percentage of voids that fail to achieve the void standard at post inspection?

We are seeking to identify the level of voids that fail to achieve the void quality standard after works have been completed.

Please enter a number between 0-100. Please do not include the % sign in your answer.

33. We have written a small number of additional questions relating to strategic asset management. Would you be willing to answer these, before continuing with the survey?

- Yes
- No

Voids - additional questions

34. How are void repairs undertaken?

- External
- Through DLO
- Hybrid/Mixture
- Other (please specify)

35. Given the choice, would you continue to use this service method in the future?

Why?

36. Do you issue decorating vouchers on void properties?

- Yes
- No

Voids - additional questions

37. What is the percentage of voids that are given a decorating voucher?

Please enter a number between 0-100. Please do not include the % sign in your answer.

Planned maintenance

38. What is the percentage of planned works completed on time?

This includes works started and completed within the pre-estimated contract period (where relevant) or percentage of planned improvements completed however you measure this locally.

Please enter a number between 0-100. Please do not include the % sign in your answer.

39. What is the percentage of planned works completed within budget?

Programme outturn within + or - 5% of the original budget.

Please enter a number between 0-100. Please do not include the % sign in your answer.

40. What is the average total cost of a bathroom replacement, excluding VAT?

To include labour and materials for: WC, wash hand basin, bath/standard (not Care) shower, taps and sanitary fittings, wall tiles and floor tiles/covering, electrical works and ad-hoc joinery, decoration and making good. Please also include any external project management and/or consultancy fees.

41. What is the average total cost of a kitchen replacement, excluding VAT?

To include labour and materials for a kitchen to a two bedroom property to include: kitchen units, all and floor tiles, electrical works, ad-hoc joinery, decoration and making good. Please also include any external project management and consultancy fees.

42. What is the average cost of a standard gas combi boiler replacement, excluding VAT?

This cost should be for a standard combi gas heating boiler in a property with up to three bedrooms. Please include supply and installation of the boiler only. Please exclude any costs associated with radiators, valves or supply system pipe work.

43. What is the average cost of a full electrical rewire, excluding VAT?

To include all supply, installation, decorative and making good costs to a two bedroom property.

44. We have written a small number of additional questions relating to planned maintenance. Would you be willing to answer these, before continuing with the survey?

Yes

No

Planned maintenance - additional questions

45. How are planned repairs delivered?

- External
- Through DLO
- Hybrid/Mixture
- Other (please specify)

46. Given the choice would you continue to use this service method in the future?

Why?

47. What form of contract is used for externally delivered works? Why?

Cost management

48. What is the gross turnover of the organisation/landlord to which the responses to this questionnaire relates?

Please include your total income (rents etc), excluding VAT.

49. What are your gross cost in the following categories?

Please exclude VAT.

Client:

Contractor:

Contact centre
(repairs only):

50. What is the percentage of expenditure on planned maintenance?

Please include the proportion of expenditure on planned work as a percentage of total (planned, cyclical and response) maintenance expenditure.

Planned maintenance covers a combination of cyclical maintenance, for example, external painting and servicing of gas heating systems and programmed maintenance, which is work to maintain stock to Decent Homes Standards (or Scottish/Welsh equivalent), prevent the breakdown and/or replacement of components, for example, windows and roofs through specific contracts or as part of modernisation schemes. Include both capital and revenue expenditure.

Please enter a number between 0-100. Please do not include the % sign in your answer.

51. What is the percentage of expenditure on responsive maintenance (i.e. emergency, urgent, routine and void repairs)?

Please include all non-planned maintenance expenditure (i.e. response and void repairs). Both capital and revenue expenditure should be included.

Please enter a number between 0-100. Please do not include the % sign in your answer.

52. What is the percentage of expenditure on Mechanical and Electrical servicing, repairs and maintenance?

Please include the proportion of expenditure on M&E system servicing and repairs as a percentage of total repairs expenditure. M&E servicing and repairs include works to any mechanical or electrical systems such as; gas appliances, lifts, fire alarms, door entry or warden control systems, TV aerials etc.

Please enter a number between 0-100. Please do not include the % sign in your answer.

53. What is the average cost of a responsive repair job, excluding VAT?

The total cost of all responsive repairs (all categories) divided by the total number of responsive repairs completed.

54. What is the average cost per standard void, excluding VAT?

We are seeking to establish the cost of bringing a normal management void up to lettable standard. This cost should exclude component replacement/major works.

55. What is the average cost per property, per annum of...

If providing all inclusive cost, please provide brief details of what is included.

A gas service only,
excluding VAT:

All inclusive/3*
service or
equivalent,
excluding VAT:

56. We have written a small number of additional questions relating to cost management. Would you be willing to answer these, before continuing with the survey?

Yes

No

Cost management - additional questions

57. Are you a member of a purchasing consortia?

If so, please provide the name(s).

58. Do you have the capability of producing accurate job costing data for individual jobs?

This should identify the labour, materials and equipment costs for each job.

Yes

No

59. What is your recovery rate in relation to your rechargeable repairs policy?

Please include actual recovery and not the value of invoices raised.

Compliance

60. What is the percentage of your stock where asbestos surveys have been completed?

Please include actual surveyed, not cloned or extrapolated data.

Please enter a number between 0-100. Please do not include the % sign in your answer.

Non-domestic
stock:

Domestic stock:

61. What is the percentage of your non-domestic stock which has a current...

Legionella Risk
Assessment:

Written Scheme:

62. On what percentage of your non-domestic stock has a fire risk assessment been carried out?

Please clarify what proportion of stock, where FRAs are required, have actually had an FRA carried out.

Please enter a number between 0-100. Please do not include the % sign in your answer.

63. What percentage of your domestic housing stock has a current Electrical Test Certificate? Please also include the frequency of periodic inspection

Percentage of stock
with current
certificate

Inspection interval
(in years)

64. We have written a small number of additional questions relating to compliance. Would you be willing to answer these, before continuing with the survey?

Yes

No

Compliance - additional questions

65. How is your M&E service and repairs managed?

- External
- Through DLO
- Hybrid/Mixture
- Other (please specify)

66. How is your gas servicing delivered?

- External
- Through DLO
- Hybrid/Mixture
- Other (please specify)

Customer satisfaction

67. What percentage of your customers are satisfied with overall maintenance service (including repairs, servicing, and planned improvements)?

Sources for this data may include STATUS / STAR survey or equivalent. However, if other sources are used such as day-to-day KPI collection as part of management reports, note this and include separate responses for each source if appropriate.

Please enter a number between 0-100. Please do not include the % sign in your answer.

68. What percentage of your customers are satisfied with the responsive repairs service?

Please enter a number between 0-100. Please do not include the % sign in your answer.

69. What percentage of your customers are satisfied with planned works?

Please enter a number between 0-100. Please do not include the % sign in your answer.

70. What are your key drivers for monitoring customer satisfaction?

71. We have written some optional questions relating to IT systems. Would you be willing to answer these before ending the survey?

Yes

No

IT Systems

72. What IT system(s) do you use to manage your repairs service?

**73. Given the choice would you continue to use this service method in the future?
Why?**

74. What IT system(s) do you use to manage your planned maintenance service?

**75. Given the choice would you continue to use this service method in the future?
Why?**

76. Is there a robust interface between your different systems?



The Asset Management Network's Business Intelligence Survey

Survey completion

Thank you for completing the Asset Management Network's 2016-17 business intelligence survey. Once this survey has closed and analysis has been completed, the results will be shared with the network.

We are keen to get your feedback on this survey. We would like to know if the questions that you have answered meet your needs, in terms of business intelligence. If there are any areas/specific questions that you would like covering in the future, please do get in touch.

For any questions and help with completing the survey, please contact Luke Morris (Network Manager) on 01904 557188 or luke.morris@hqnetwork.co.uk