



Housing and Technical Resources  
Executive Director Jim Hayton



Host of the International  
Children's Games 2011

Mr Robert Freel  
Secretary  
Stonehouse Community Council  
75 Lockhart Street  
STONEHOUSE  
ML9 3LX

Our ref: 17927  
Your ref:  
If calling ask for: Sandra Short  
Phone: 01698 454038  
Date: 15 December 2009

Dear Mr Freel

**Freedom of Information (Scotland) Act 2002 (FOISA)  
Request for Information**

I refer to your information request received by the Council on 17 November 2009. The information you requested and response is detailed below.

1. **Can you advise what percentage of questionnaires to repair jobs are issued and how many questionnaires are issued in either a week, month or a specific measured period and how the Council selects these to give a consistent data sample across the Council housing stock**

The Council currently issues 3,000 survey forms per month which takes account of the proportion of works carried out by priority category and location. The Council aims to secure around 20 – 25% response rate to the survey which allows for a robust assessment of customer feedback on the service provided. The survey will be built up each quarter to allow an annual report on the Service.

2. **Have any reports been generated advising the outcome of these surveys. If so can a copy be provided?**

As the work only commenced in October, the first results have not yet been collated and reported. The first report is due in January 2010 and the results of this phase of the repairs survey will be reported through our Housing News to tenants as well as on the Council's web site and through the central and local Tenant Participation structures.

Council Offices, Almada Street, Hamilton ML3 0AQ Phone: 01698 454038 Fax: 01698 455616  
Email: [Sandra.short@southlanarkshire.gov.uk](mailto:Sandra.short@southlanarkshire.gov.uk)



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3. **How many complaints (broken down into the respective Council Housing areas) on the repairs carried out by the Council have been received in the last 12 months**

From 1 January 2009 to 4 December 2009 the number of complaints received about the Repairs Service (which includes policy, procedures and service provided) are as follows:

Hamilton, Blantyre, Larkhall	433
Rutherglen and Cambuslang	359
Lanark and Carluke	143
East Kilbride	246
Area Wide	214
<b>Total</b>	<b>1395</b>

4. **How many repairs are subject to follow or recall**

In terms of details of follow-up or records on repairs, our system does not hold the information in this way. Each new work order is issued to the contractor through the Council's repairs ordering system and can be reported on. Where an enquiry or complaint requires the contractor to attend a previously completed repair, this is issued verbally or by e-mail to ensure that administrative costs are reduced and that the contractor completes the work with no additional cost to the Service.

5. **What are the Key Performance Indicators for Housing Stock repairs**

The following are the key performance indicators for housing repairs, which we report to Audit Scotland on an annual basis:

Priority	Target Timescale	Nr Repairs 2008/09	Performance in Completing On Time 2009/10
Standby/ Emergency	24 Hours	41,859	97.7%
Heating Repairs	24 Hours	28,116	96.5%
Urgent	1 Working Day	*	*
Routine	30 working days	26,902	93.6%
Repairs by Appointment	By Appointment	43,563	96.6%
External Contractor	By Appointment	1,856	99.4%
<b>Total</b>		<b>142,296</b>	<b>97.2%</b>

\* Urgent priority re-introduced 1 April 2009

6. **How were Craigforth appointed and how much is paid for their services in relation to housing services?**

Craigforth were appointed following a competitive tendering exercise earlier this year. The cost of the service is not based on a fixed fee, but is linked to an agreed rate for survey work and will vary depending on which services are surveyed, the type of survey, the sample size and the expected return rate.



### **Request for Review**

We have an internal panel (the review panel) to deal with complaints from people who are not happy about the way that we have handled their request. Staff not involved in the original decision will handle any review. If you want to complain about how we have handled your requests for information, you can ask the review panel to reassess our actions. Please note that if you wish to complain, you must do so by 17 February 2010 quoting call reference 17927. You must explain why you are not happy when requesting a review.

You should send your request for a review to:

Mr. W. Dunn  
Information Compliance Manager  
Corporate Resources  
Montrose House  
154 Montrose Crescent  
Hamilton, ML3 6LB

Alternatively, you can request a review at [foi.reviews@southlanarkshire.gov.uk](mailto:foi.reviews@southlanarkshire.gov.uk).

Please note that the Review Panel can only look at the way we have handled requests for information. It cannot consider complaints about delivery of a service or any decisions made by the Council or its authorised employees. If your complaint relates to one of these matters, you should contact the Resource responsible for the decision etc. direct."

### **Appeal to the Scottish Information Commissioner**

If you are not happy with the outcome of the review, you can appeal to the Scottish Information Commissioner. The Commissioner will decide whether the Council has dealt with your request properly. Please see the Commissioner's website at [www.itspublicknowledge.info](http://www.itspublicknowledge.info) for further details.

Yours sincerely



**Lindsay Freeland**  
**Head of Area Services**