

Submission from Industrial Dwellings Society (IDS):

To give a brief overview of IDS capital and revenue repairs and maintenance expenditure:-

1. Approx £2m per annum capital replacement – The programme for capital replacement is driven by our asset management software package “Keystone”, data held within the system is confirmed by stock condition surveys. From this we are able to produce short term (5 year) and long term (30 year), forecasting. Following the Grenfell disaster the majority of the capital budget allocation has been diverted to fire safety works comprising of flat entrance door replacements and compartmentation works, this will be the case for another 2 years.
2. Approx £1m for reactive day-to-day repairs and voids – Our average repair per property is 3 per annum, our stock is geographically divided between 2 repairs contractors, quality control is applied to all works over a specified value threshold which qualifies them for post inspection either physically or via the contractors photographic records held on their web portal. SLA for repairs are divided into 3 response categories:-
 - a. Emergency – 24 hours
 - b. Urgent – 7 days
 - c. Routine 21 days

Each of the repairs contractors also provide an out-of-hours emergency make safe service.

Customer satisfaction is monitored by an independent team of volunteers, satisfaction rates are generally at about 85% using the Housemark benchmarking guidance.

3. Approx £300k revenue major repairs – The majority of spend is allocated to asbestos removal or damp treatment works
4. Approx £100k – cyclical decoration & maintenance

We have a small number of disrepair cases, about 10 per annum, these are often in response to notification of proceedings for non-payment of rent, we have settled one case this year and resolved others by either carrying out agreed works or by demonstrating we have been frustrated in carrying out the repairs due to no-access.