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APSE Performance Networks Building/ Property Maintenance Best Performer 2025  
in UK

Using Data to improve service delivery in a  
property maintenance department

APSE 15<sup>th</sup> January 2026



## South Ayrshire Property Maintenance – Using data to improve service delivery



### **Introduction/ Overview**

- Business Units
- Planning Work Appointments
- No Access Jobs
- Rotation of Full Workforce
- Multiskilled Workforce

## **Data reports issued to all Operational Technical Officers**

- Weekly Live work report
- Weekly Out of Target report
- Tablet/ Phone report
- Standby Service



## South Ayrshire Property Maintenance – Using data to improve service delivery



### **Workforce, Tenant Participation & Stakeholder Engagement**

- Emergency Repairs 4 hours
- Urgent Repairs 3 days
- Routine Repairs 20 days
- Void Repairs 15 calendar days



## South Ayrshire Property Maintenance – Using data to improve service delivery



### **Housing reports on all HRA work**

- Weekly Void reports
- Monthly HRA reports

# South Ayrshire Property Maintenance – Using data to improve service delivery

## Monthly HRA emergency report

Average Time Taken BW only

### Emergency Repairs - November 2025

**Figures**

<b>Sum of Hours Taken</b>	2041.99
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**Count of W'O Ref**

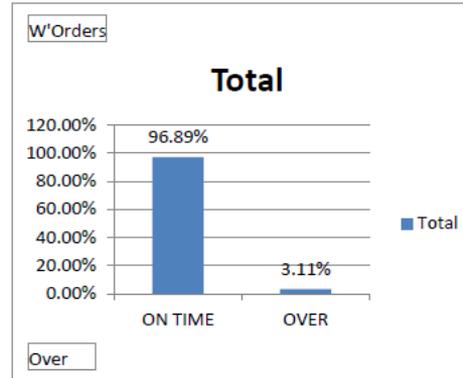
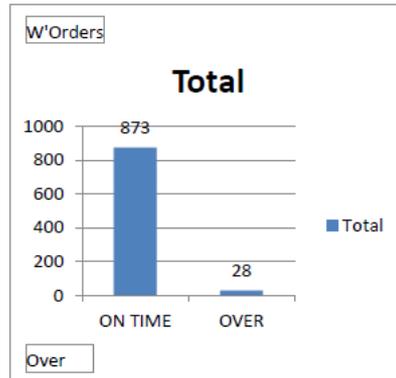
901
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Row Labels	W'Orders
ON TIME	873
OVER	28
<b>Grand Total</b>	<b>901</b>

Row Labels	W'Orders
ON TIME	96.89%
OVER	3.11%
<b>Grand Total</b>	<b>100.00%</b>

**Calculation; Divide**

(i) the total number of hours taken to complete all emergency repairs	2041.99
(ii) the total number of emergency repairs completed (completed or made safe) in the last year	901
<b>Average</b>	<b>2.2663596</b>



# South Ayrshire Property Maintenance – Using data to improve service delivery



## Monthly HRA Non Emergency Report

Average Time Taken BW only

Figures
Sum of Days taken
8298.29

Count of Works Order
1089

Count of Work: Target  
Count of Work: W'orders

Row Labels	ON TIME	OVER	TOTAL
MIS	75		75
ROU	611	4	615
URG	399		399
<b>TOTAL</b>	<b>1085</b>	<b>4</b>	<b>1089</b>

% by Row	W'orders		TOTAL
Row Labels	ON TIME	OVER	TOTAL
MIS	100.00%	0.00%	100.00%
ROU	99.35%	0.65%	100.00%
URG	100.00%	0.00%	100.00%
<b>TOTAL</b>	<b>99.63%</b>	<b>0.37%</b>	<b>100.00%</b>

% by TOTAL	W'orders		TOTAL
Row Labels	ON TIME	OVER	TOTAL
MIS	6.89%	0.00%	6.89%
ROU	56.11%	0.37%	56.47%
URG	36.64%	0.00%	36.64%
<b>TOTAL</b>	<b>99.63%</b>	<b>0.37%</b>	<b>100.00%</b>

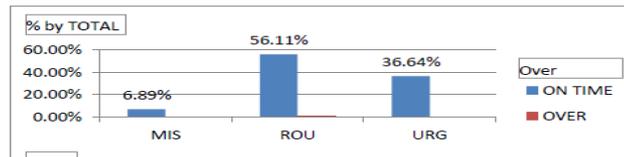
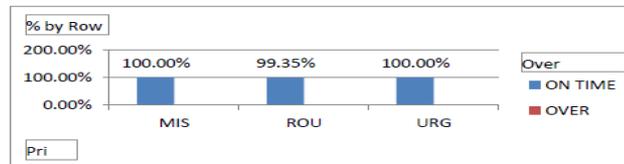
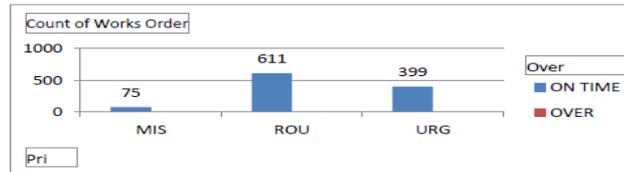
### HRA November 2025

Calculation; Divide

(ii) the total number of working days taken to complete all non-emergency repairs.

(i) the total number of non-emergency repairs completed in the last year

Answer



# South Ayrshire Property Maintenance – Using data to improve service delivery

## Weekly Void Property Repairs

V'Ref	Office	Full Address	Property
367561	Ayr	28 Thornwood Avenue, Ayr, KA8 0NS	HOU
370821	Ayr	77D Westwood Avenue, Ayr, KA8 0RL	FLA
364402	Girvan	5 Elm Court, Girvan, KA26 0DF	HOU
363861	Troon	23 Auchans Drive, Dundonald, KA2 9EF	HOU
367961	Ayr	105 Gould Street, Ayr, KA8 9PE	FLA
369181	Ayr	54A York Street Lane, Ayr, KA8 8AY	FLA
369521	Ayr	43 Princes Court, Ayr, KA8 8HU	FLA
370041	Ayr	5G Philip Square, Ayr, KA8 8EL	FLA
372101	Ayr	85 Weston Avenue, Annbank, KA6 5EF	FLA
369846	Ayr	55 Macadam Place, Ayr, KA8 0AW	FLA
369621	Prestwick	19 Lichtenfels Gardens, Prestwick, KA9 1EP	BUN
372242	Troon	4 Bruce Avenue, Dundonald, KA2 9HX	HOU
369601	Maybole	66 Minnoch Crescent, Maybole, KA19 8DS	FLA
371821	Ayr	11 Dalmilling Crescent, Ayr, KA8 0QL	HOU
373281	Ayr	95 James Brown Avenue, Ayr, KA8 9SF	FLA
371701	Girvan	56 Rowan Road, Girvan, KA26 0BZ	MAI
373321	Ayr	5 Seaforth Road, Ayr, KA8 9BT	FLA
371581	Girvan	49 Linden Avenue, Girvan, KA26 0BU	MAI
371801	Girvan	13 The Clachan, Barr, KA26 9TP	HOU
372441	Girvan	4 Lendal Quadrant, Girvan, KA26 9EE	FLA
373801	Ayr	19 Mainholm Road, Ayr, KA8 0QG	HOU
371482	Ayr	21 Nelson Place, Ayr, KA8 8JW	FLA
373541	Ayr	25 Wilson Street, Ayr, KA8 9LT	FLA
372661	Girvan	43 Linden Avenue, Girvan, KA26 0BU	MAI
373501	Ayr	2H Kings Court, Ayr, KA8 0AD	FLA
374262	Troon	3 Symington Court, Troon, KA10 6RX	MAI
372361	Girvan	54 Rowan Road, Girvan, KA26 0BZ	MAI



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## Any Questions?

