

FAREHAM

BOROUGH COUNCIL

Report to Health and Housing Policy Development and Review Panel

Date **19 January 2017**

Report of: **Director of Operations**

Subject: **COUNCIL HOUSING REPAIRS AND MAINTENANCE REPORT**

SUMMARY

This report sets out a summary of the performance for Building Services covering all aspects of the service delivered to the residents for the first quarter of 2016/17.

RECOMMENDATION

Members are asked to note the information contained in the report.

INTRODUCTION

1. This report sets out performance information for the responsive repairs service and an update on the delivery of the planned maintenance works by the Property Services team.
2. In addition to the performance information, assurance statements relating to the significant health and safety risks associated with the housing stock are also provided.

RESPONSIVE REPAIRS SERVICE

3. The Housing Repairs service has applied the 'system thinking' approach across all of the Council housing stock. From 1st April 2015 this system operated in 100% of the Borough. The service is primarily delivered with directly employed operatives; supporting contractors work for the Council where necessary to allow for the mobilisation of the Direct Service Organisation (DSO) and the new system of work.
4. A van stock system and materials delivery service enables efficient delivery of the repairs. This has been working successfully and data is being collected on materials used on repairs to continuously improve the effectiveness and efficiency of the service and supporting 'what matters' to customers in doing the repair with the least visits as possible.
5. The new approach to the work has enabled the delivery of five key steps that are of value to the customer when they need a repair to their home. These are:
 - i. Collect "Clean information" – Name, address, contact number, brief detail of the problem, date and time when it is convenient for us to attend
 - ii. Allocate the work – at the right time, allocate the job to an operative with the right skills
 - iii. Access – attend at the right time, be polite, courteous and presentable
 - iv. Diagnose – identify the root cause of the problem, understand the individual needs of the customer and tailor a solution that is necessary and proportionate
 - v. Repair – use the right skills and have access to the right materials to fix the problem
6. The performance of the new system is demonstrated by measures that reflect what matters to our customers:
 - (a) Did we turn up when we said we would (at the time convenient to the customer)?
 - (b) Did we get the operative with the right skills to visit the customer first time?
 - (c) Did we do the right repair?
 - (d) How long did we take?

7. A measure to understand how long a job takes to be completed is taken from when a trade operative arrives on the agreed date to when it is finally completed. The average 'end to end' time for a job to be completed from the convenient appointment date is approximately 6 days - based on data collected since 1 April 2016, which is slightly higher since previous reporting. Work that was previously being undertaken by supporting contractors is gradually being taken back in house where it is cost effective to do so. The nature of work is different, moving from 'repair' to a 'replacement', and has thus affected this measure.
8. 92% of in-house workforce appointments were attended at the time convenient for the customer. This is based on data collected since 1 April 2016, which has slightly reduced since previous reporting.
9. A new software system has been developed which is helping the repairs officers deliver the service more efficiently. It will also provide improved data collection and provide more accurate performance measures to manage the service. The software also links to our asbestos register and provides the necessary information to the operative to enable work to be undertaken in accordance with the regulations.
10. The responsive repairs service is currently attending an average of 50 appointments per day. A small proportion of these are undertaken by supporting and specialist contractors.

PLANNED MAINTENANCE SERVICE

11. The current planned maintenance projects are being progressed, generally by tender opportunities or utilising existing long term agreements. Detailed below are both the current and proposed projects:-
 - a) Kitchen and bathroom modernisation are now being delivered by JPC Contractors with works identified via the responsive repairs or customer requests.
 - b) Replacement gas boilers and central heating systems are being provided through an existing arrangement with TSG Building Services.
 - c) A programme for electrical inspections to dwellings and common areas is currently continuing using a combination of directly employed electrical engineers and electrical contractors.
 - d) Disabled Adaptions continue to be provided on the recommendation of the Hampshire County Council Occupational Therapy service. These works are currently being delivered by external contractors.
 - e) A number of blocks of flats around the Borough have been identified as having failed cavity wall insulation. Currently remedial works are being arranged on an 'as required' basis. Further works

are required to develop a programme of cavity wall insulation replacements.

- f) It is proposed that the existing fire alarm system at Frosthole Close is replaced. Work is underway to develop a specification for this requirement.
- g) Proposals are being developed to provide a small number of additional off road parking spaces at various locations.

ASSURANCE STATEMENTS

12. The following statements outline the current implemented arrangements for specific health and safety matters related to the management of the housing stock:-

(a) Asbestos Management

In accordance with legislation, all communal areas of the housing stock have an asbestos register detailing all elements where asbestos containing materials are located. In addition, a typical 30% of the housing stock has been surveyed; records are held in a database and relevant residents informed.

All asbestos containing materials (ACMs) which were recommended for removal have been completed. Remaining ACMs are to be managed and resurveyed on a periodic basis.

The asbestos register information is passed to contractors who are employed to work on the housing stock with instructions to report any suspicious material immediately to the relevant contract administrator.

(b) Legionella Management

In accordance with the relevant Health and Safety Executive approved code of practice (L8), all communal water services have been independently risk assessed by specialists and managed by in-house employees and a specialist contractor.

New risk assessments are currently being renewed and will be subject to a formal review 2 years after. The risk assessment identifies remedial works (where necessary) and outlines a site specific management plan to prevent the growth and proliferation of the harmful legionella bacteria.

In-house staff, such as sheltered housing officers, are designated specific weekly and monthly tasks to ensure the water systems do not become stagnant and that temperatures are maintained within certain tolerances.

In addition, a specialist external contractor has been commissioned to undertake higher level tasks such as chlorinating shower heads, hot and cold water storage tank checks and water clarity inspections. Clearwater carry out water sampling from applicable calorifiers once a year and there have been no issues identified in recent years.

(c) **Fire Precautions and Risk Assessments**

Fire risk assessments are held for communal areas of all housing sites, identifying remedial works to improve the safety of residents in the event of a fire.

No significant works are outstanding.

A service agreement is held with a local company for the annual service requirements and breakdown attendance for fire detection and alarm installations, where installed.

(d) **Electrical Safety**

Electrical inspections to Council homes and common areas will continue working to a 5 year cyclical programme. As part of this programme the electrical engineer will assess the condition of the installation and provide a date on when it should be re-tested, which may extend to 10 years if deemed reasonable.

These inspections are undertaken using a combination of directly employed electrical engineers and electrical contractors.

Any work that is recommended within the inspection reports are carried out by the inspecting engineer, within a proportionate timescale.

(e) **Gas Servicing**

In accordance with legislation, the Council has a statutory obligation to ensure all gas heating appliances are inspected and have an annual Landlord Gas Safety Record (LGSR). The current aim is to service all gas heating appliances every 10 months, allowing for any access difficulties. TSG Building Services Ltd is currently appointed as our gas heating servicing and repairs contractor.

The current compliance figure is 99.78% with the current position as shown below:

Properties with a current LGSR	1831
Properties capped at the gas meter	3
Properties without a LGSR - expired within 0 to3 months	4
Properties without a LGSR - expired within 3 to6 months	0
Properties without a LGSR - expired within 6 to12 months	0
Properties without a LGSR - expired over 12 months	0

The Council has a robust procedure for dealing with hard-to-access homes resulting in isolating gas supply if feasible, forced-entry or legal proceedings if necessary.

CONCLUSION

13. This report has provided members with an update on performance monitoring and project delivery information relating to Building Services which Panel Members are asked to note.

Background Papers:

None

Reference Papers:

None

Enquiries:

For further information on this report please contact Shaun Barnett. (Ext 4825)