

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date 29 July 2013

Report of: Director of Finance and Resources

Subject: QUARTERLY PERFORMANCE REPORT - BUILDING SERVICES

SUMMARY

This report sets out performance monitoring data for Building Services covering all aspects of the service delivered to the residents for the first quarter of 2013/14.

RECOMMENDATION

That the Board notes and scrutinises the information contained in the report.

INTRODUCTION

1. This report sets out performance information for the responsive repairs service (Appendix A) and an update on the delivery of the capital programme by the planned maintenance team (Appendix B).
2. In addition to the performance information, assurance statements relating to the significant health and safety risks associated with the housing stock are provided below.

RESPONSIVE REPAIRS SERVICE

3. The customer satisfaction survey card return rate for the period to date is 25%, the level continues to increase from the previously reported figure for 2012/13 which is encouraging. The overall reported satisfaction levels of the service being provided continue to remain high.
4. Targets have been achieved for the percentage of works completed within target times for emergency and routine repairs and further monitoring is required to achieve the target for urgent repairs.
5. The targets set with regards to percentages of the total number of emergency, urgent and routine repairs are not being met and therefore the issued orders for this period will be checked to ascertain that the correct priorities are being attached and if found to be correct the targets will need to be reassessed.
6. The target values for the average cost of a repair continually to be bettered for emergency and urgent repairs categories and it is expected that the routine repair target will be achieved by the next reporting period.

PLANNED MAINTENANCE SERVICE

7. The major planned maintenance projects will generally be progressed by a combination of new tender opportunities and utilising existing long term agreements which have achieved beneficial rates for work compared to previous years, along with improved customer satisfaction.
8. There are a number of budgets which are provided as contingencies for unforeseen works (drainage replacements, structural repairs). These will be adjusted accordingly to levels reflective of works undertaken.

ASSURANCE STATEMENTS

9. 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 (ACMs) are located. In addition, a typical 20% of the housing stock has been surveyed, records held in a database and relevant residents informed.

All elements 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.

Currently there are no issues to report.

(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.

Risk assessments are to be renewed this year and are subject to a formal review every subsequent 2 years. 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.

Currently there are no issues to report.

(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) Gas Servicing

In accordance with legislation, the Council has a statutory obligation to ensure all heating appliances have an annual landlord safety check. The current aim is to service all heating appliances every 10 months. TSG Building Services Ltd (TSG) is currently appointed as our heating servicing and repairs contractor.

The percentage of properties with a current gas safety certificate is currently at 99.72% as of 13th June 2013 meaning 5 homes have not permitted access.

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.

RISK ASSESSMENT

10. There are currently no significant risks associated with this service.

CONCLUSION

11. This report has provided members with performance monitoring and project delivery information relating to Building Services which Board members are asked to note.

Appendices:

Appendix A - Responsive Repairs Service Performance Indicators

Appendix B - HRA Capital Programme Delivery Update.

Background Papers: None.

Reference Papers: None.

Enquiries: For further information on this report please contact Chris Newman, Head of Building Services (Ext 4849).

RESPONSIVE REPAIRS SERVICE PERFORMANCE INDICATORS

Period 1 April 2013 to 30 June 2013

Performance Indicator	Statistics	Result	Target
Overall satisfaction with the responsive repairs service	480 returned cards during the period	99%	98%

Emergency Repairs - to be completed within 24hrs

Percentage of emergency repairs completed within target	550 in target from 564 completions	98%	98%
Ave. job cost for emergency repairs (£)	Ave. from 564 completions	49.52	74.30
Number of emergency jobs as a percentage of responsive repairs	564 from a total of 1871 completions	30%	20%

Urgent Repairs - to be completed within 5 days

Percentage of urgent repairs completed within target	679 in target from 719 completions	95%	98%
Ave. job cost for urgent repairs (£)	Ave. from 719 completions	81.73	106.90
Average time for completing urgent responsive repairs (days)	Ave. from 719 completions	5	5
Number of urgent jobs as a percentage of responsive repairs	719 from a total of 1871 completions	38%	30%

Routine Repairs - to be completed within 20 days

Percentage of routine repairs completed within target	564 in target from 588 completions	95%	95%
Ave. job cost for routine repairs (£)	Ave. from 588 completions	254.69	225.10
Average time for completing routine responsive repairs (days)	Ave. from 2512 completions	21	20
Number of routine jobs as percentage of response repairs	588 from a total of 1871 completions	31%	50%

10 complaints were received and recorded, 3 of which referred to lack of security lighting at sheltered accommodation sites.

HRA CAPITAL PROGRAMME 2013/14

Programme	Details
<p>Kitchen & Bathroom Renewals</p> <p>(Ongoing long-term arrangement)</p>	<p>Budget: £950,000</p> <p>This investment programme is to renew kitchens and bathrooms in line with the decent home standard. The works are undertaken using the 5 year term contract with MITIE Property Services Ltd who started their 3rd year in January 2013.</p> <p>Properties being considered this year are in the following roads/blocks:</p> <p>Condor Avenue, Eagle Close, Windmill Grove, Seaway Grove, Coral Close, Norgett Way, Denville Avenue, Drake Close, Hardy Close, Hunts Pond Road, Holly Close, Winnards Park and Barnes Lane.</p> <p>Programmes are developed using stock condition information and previous collected information from our own surveys. The majority of this year's budget will focus on bathrooms. The vast majority of kitchens meet the decency standard and do not qualify for renewal.</p> <p>The budget will also finance showering facilities within the bathrooms at our 'flagship' sheltered housing schemes Downing, Crofton and Barnfield Courts. Residents are offered a wet room (level access) showering facility in lieu of a standard bathroom modernisation, considering the 'lifetime home' initiative adopted by the Council for new build homes. Initial surveys have been completed and open days are held for residents to promote this investment.</p> <ul style="list-style-type: none"> • Barnfield Court is in progress and near completion. • Downing Court commenced in June and is anticipated to be completed by September. • Crofton Court is anticipated to be started in September and completed by December. • Properties that become void at these sites are undertaken as standard void work. <p>In addition, modernisations required at properties that become vacant will be funded from this budget. A sum of £100,000 is set aside for vacant properties to receive such works as required. The work is carried out by either the Council's Direct Service Organisation who undertake all other works to vacant properties or by MITIE on a schedule</p>

Programme	Details
	of rates basis.
<p>Recycling Bin Stores</p> <p>Spring/Summer 2013 project)</p>	<p>Budget: £30,000</p> <p>This budget is a contingency sum for the provision of recycling bin accommodation at blocks of flats and maisonettes.</p> <p>A scheme for recycling bin store improvements at Garden Court has been identified by Tenancy Services. This work will be undertaken during the summer of 2013.</p> <p>An improvement scheme at Spencer Court, Stubbington is also being investigated. Proposal options will be consulted with affected residents.</p>
<p>Other Communal Works</p>	<p>Budget: £50,000</p> <p>All common areas are inspected twice a year programme identifying any required works.</p> <p>No works have been identified at present.</p>
<p>Central Heating and boilers</p> <p>(Ongoing long-term arrangement)</p> <p>(Spring 2014 project)</p>	<p>Budget: £368,000 plus c/fwd from 2012/13 of £117,353</p> <p>This budget allows for replacing old and inefficient boilers with new condensing fuel efficient boilers and central heating systems. These boilers generally fail on a regular basis or are considered to be beyond economical repair.</p> <p>A schedule of rates agreement with TSG Building Services Ltd exists for responsive boiler replacement following breakdowns for approximately 80 properties.</p> <p>Garden Court communal heating system requires its electrical controls to be updated. Consultants will be required to design and develop the works for the procurement of the project.</p>

External Works	<p>Budget: £50,000</p> <p>This budget provides for properties that are identified for external works by the new stock condition survey. Such work will include fascia and soffit replacements with PVCu, re-pointing brickwork, chimney replacements, rebuilding boundary walls, relaying paths, etc. Validation survey work will be undertaken by Building Services to verify the extent of the suggested work. Any works identified during reactive visits will be undertaken using this budget.</p> <p>A Council wide external works (road surfacing, highway repairs, line marking etc) project has due tendered and is to be awarded in September 2013.</p>
Major Reroofing	<p>Budget: £20,000</p> <p>The need for major works to roof coverings is very low as reported in the recent stock condition survey. This is the result of the works undertaken across the borough within a 5 year roofing partnership contract with a local contractor which was completed in 2008.</p> <p>A nominal budget provision has been made to address any properties identified as requiring significant roofing repair or renewal works.</p> <p>Frosthole Close will be surveyed to ascertain the condition of the bay window flat roofs. Any subsequent works will be funded from this budget.</p>
Structural Repairs (Spring 2014 project)	<p>Budget: £150,000</p> <p>This budget will fund reactive structural works identified by the Responsive Repairs team and supported by specialist surveys and reports.</p> <p>A project to carry out concrete repairs and protective coatings to blocks of medium rise flats (blocks of 24) and maisonettes across the borough will be tendered.</p> <p>Engineering Consultants have been appointed to carry out condition surveys and develop a schedule of works for the procurement of the required remedial works. The initial findings report should be available by July for review. The report will inform the Council on preventative maintenance programmes to maintain the life of the concrete element of the buildings.</p>

<p>Security Doors</p> <p>(Summer 2013 projects)</p>	<p>Budget: £50,000</p> <p>Security doors and door entry systems to Belvoir Close flats and upgrading the door entry system at block 31-36 Northmore Close, Locks Heath are being considered.</p> <p>King George Road door entry system will be upgraded and the automated doors improved following complaints from residents that they are difficult to use.</p>
<p>Mobility Scooter Storage</p>	<p>Budget: £20,000</p> <p>This budget will be used to finance any mobility scooter storage facility requests which are feasible for sheltered housing sites.</p>
<p>Drain Replacements</p>	<p>Budget: £20,000</p> <p>This budget will be used to finance ad hoc drainage replacement works identified by the Responsive Repairs team and supported by CCTV survey and reports that is not the responsibility of Southern Water.</p>
<p>Revenue Budgets of interest to the Board:</p>	
<p>Disabled Adaptations</p> <p>(Ongoing long-term arrangement)</p> <p>(Spring 2012 project)</p>	<p>Budget: £186,000 plus c/fwd from 2012/13 of £98,512</p> <p>This work is carried out at the request of Social Services Occupational Therapists on an ad-hoc basis throughout the financial year. Primarily, adaptations requested are level access showers, over bath showers, grab rails, access ramps and stairlifts.</p> <p>A 5 year schedule of rates framework for adaptations commenced in April 2010 with Comserv UK Ltd. Significant savings in excess of £80,000 have been realised in the last financial period using these rates.</p> <p>Extensions are being considered to a 3 bedroom house in Winnards Park, Sarisbury and a 4 bedroom House in Northways, Stubbington.</p>

External Redecoration	<p>Budget: £150,000 plus c/fwd of £53,702</p> <p>External redecorations and associated repairs are carried out on a 7 year cyclical programme to maintain the Council's and leaseholders assets.</p> <p>The works have been undertaken using the long-term contract with Imperial Building and Decorating Contractors, who were due to commence their 3rd year of a 7 year term contract in spring 2012. Unfortunately the contractor has now become insolvent.</p> <p>A new 7 year contract arrangement is now being procured to progress the redecoration of properties, in preparation to commence in April 2014.</p>
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