

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date 21 April 2015

Report of: Director of Environmental Services

Subject: **ANNUAL PERFORMANCE REPORT FOR 2014/15 - BUILDING SERVICES**

SUMMARY

This report sets out summary of the performance for Building Services covering all aspects of the service delivered to the residents for the year of 2014/15.

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 and an update on the delivery of the capital programme by the planned maintenance 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 Intervention team have applied the new system thinking approach across 62% of the Council housing stock during the past year; this has enabled the Team to gain confidence in the new way of working over a smaller number of Council owned homes.
4. The new systems thinking approach has helped us to identify the five key steps that are of value to our customers 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
5. 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?
6. A summary of the key measures is contained in appendix and compares the measures for the first 9 months of the year, as reported to the January meeting of the Board, against those up to the end of February 2015.

PLANNED MAINTENANCE SERVICE

7. 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 continue to be undertaken using an existing contract arrangement with MITIE Property Services with works being identified via the responsive repairs service or customer requests.

- b) Works to provide a new bin store at Garden Court are currently being prepared and quotations obtained with the works expected to commence in the summer.
- c) After a number of recent arson attacks on the bin store at Langstone House, Redlands Lane, an access control system is being provided to improve security and access for the residents of the block.
- d) Replacement gas boilers and central heating systems are being provided through an existing arrangement with Liberty Gas.
- e) A new programme of Periodic Electrical Inspections will commence this year. 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 could extend to 10 years.
- f) Contractors are currently on site replacing life expired windows at Crofton Court and these works should be complete in April 2015.
- g) A council wide external works project will include works at Thorni Avenue providing drop kerbs and new forecourt parking, additional parking at Spencer Court / Nelson Court, extra parking at Minden House, Trafalgar Court drying area and these works are programmed to commence in the summer of 2015. It will also include any additional requests on a responsive nature.
- h) Disabled Adaptions continue to be provided on the recommendation of the Hampshire County Council OT service. These works will now be delivered by a group of external contractors whilst a long term solution is developed. Currently two major adaptions are being completed to extend existing properties to accommodate the needs of their residents. A total of 138 recommendations were received with a projected value of £153,000.
- i) After a number of problems with damp affecting similar blocks a programme of works to remove the existing cavity wall insulation and replace with polystyrene moisture resistant beads will be carried out in the autumn at Marchesi Court, Stubbington.
- j) A limited programme of external redecoration will be undertaken involving properties in Hunts Pound Road. In addition a review will be carried of those properties now due for redecoration and programme developed to include those requiring work in a future programme.

ASSURANCE STATEMENTS

8. 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.

(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 next year 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) Gas Servicing

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

The percentage of properties with a current gas safety certificate is currently at 99.79% as of 30th March 2015 meaning that 4 homes have failed to permit access on a number of appointments. 3 homes have been capped at the gas meter, isolating the supply in situations where the residents do not currently use the gas supply.

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

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

Background Papers:

Reference Papers:

Enquiries:

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

Appendix - Building Services – What Matters to Our Customers

Measure	Up to Dec 2014	Up to Feb 2015
How often did we turn up at the property when we said we would?	96%	97%
How often were we able to access the property at the first time of asking?	96%	96%
How often did we get the repair done first time?	76%	72%
How often did we manage to get an operative with the right skills to diagnose and make the repair?	95%	95%
How often did the repair stay fixed?	98%	98%
How long did we take to make the repair?	5 Days	6.8 Days