

FAREHAM

BOROUGH COUNCIL

Report to Health and Housing Policy Development and Review Panel

Date **23 July 2015**

Report of: **Director of Environmental Services**

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 2015/16.

RECOMMENDATION

That the panel 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 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 worked 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 has been introduced to enable efficiency in the delivery of repairs. This has been working successfully and data is being collected on materials used on repairs to continuously improve the intelligence and efficiency of the service.
5. The new approach to the work has enabled us to deliver 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
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. The performance levels are consistent with expectations during the current transitional period. The mobilisation is anticipated to take 6 months to fully incorporate 100% repairs demand by the in-house service. Tenant Forums and panel members will be consulted to ensure the Council are providing performance measures that matter. The performance measures will be presented annually to the panel.

PLANNED MAINTENANCE SERVICE

8. 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) Quotes are currently being sought to provide a new bin store at Garden Court with works expected to start later this summer.
 - c) After a number of 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) Works have recently been completed replacing life expired windows at Crofton Court.
 - 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. These works are programmed to commence in 2015.
 - h) Disabled Adaptions continue to be provided on the recommendation of the Hampshire County Council Occupational Therapy service. These works are now being delivered by external contractors whilst a long term solution is developed. Two extensions have recently been completed in Stubbington.
 - i) Works have just been completed to upgrade the insulation and heating system at Arras House after significant damp issues. The existing cavity wall insulation was removed and replaced with an improved insulation material. A new gas supply has been installed to the block that has allowed those customers who agreed to have gas central heating and showering facilities installed. The life expired windows and balcony doors were also replaced to improve the overall thermal efficiency of these flats.
 - j) A number of other blocks around the borough have been identified with failed cavity wall insulation and a programme of works will be carried out this autumn to remove the existing cavity wall insulation and to replace it with polystyrene moisture resistant beads.
 - k) 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 a developed to include those requiring work in a future.

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.

(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, allowing for any access difficulties. TSG Building Services Ltd (TSG) is currently appointed as our gas heating servicing and repairs contractor.

The current compliance figure is 99.89% with current position as shown below.

Properties with a current Landlord Gas Safety Certificate	1812
Properties capped at the Gas Meter	3
Properties without a Gas Safety Certificate - expired within 0 to3 months	2
Properties without a Gas Safety Certificate - expired within 3 to6 months	0
Properties without a Gas Safety Certificate - expired within 6 to12 months	0
Properties without a Gas Safety Certificate - 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

10. 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)