

FAREHAM

BOROUGH COUNCIL

Report to Health and Housing Policy Development and Review Panel

Date 21 January 2016

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 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 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 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 post transitional period. The mobilisation was 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) A new bin store building has recently been completed at Garden Court.
 - c) The bin store at Langstone House in Redlands Lane has recently received an entry control system to prevent unauthorised access after a series of recent fires. In 2016 the door entry systems at Melvin Jones House and two blocks in St Marys Road will be replaced. In conjunction with these works the main entrance doors will be replaced at the two blocks in St Marys Road.
 - d) Replacement gas boilers and central heating systems are being provided through an existing arrangement with Liberty Gas and TSG Building Services.
 - e) A new programme of Periodic Electrical Inspections has now been commenced.
 - f) 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, and resurfacing the drying areas at Trafalgar Court. These works have been tendered and are now programmed to be carried out in the spring and summer of 2016.
 - g) 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.
 - h) A number of other blocks around the borough have been identified with failed cavity wall insulation. Currently remedial works are being arranged on an as required basis. For blocks requiring replacement cavity wall insulation we will be reviewing all options deliver this work.

- i) A limited programme of external redecoration will now be undertaken commencing in Hunts Pound Road in the Spring of 2016 This will include other properties identified as part of a review of the external redecoration programme.
- j) Works are currently out to tender to replace the fascia, soffit and rainwater goods at Downing Court. In conjunction with these works a number of roofing defects will be resolved. Works are programmed to commence in the late spring / summer 2016.
- k) 66 Kenwood Road was fire damaged in early October, major works have now been completed including a full rewire, a new bathroom and considerable remedial works. Works were completed in time to allow the customer to move back in prior to Christmas.

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) **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 could 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 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 99.94% with current position as shown below.

Properties with a current Landlord Gas Safety Certificate	1805
Properties capped at the Gas Meter	3
Properties without a Gas Safety Certificate - expired within 0 to 3 months	1
Properties without a Gas Safety Certificate - expired within 3 to 6 months	0
Properties without a Gas Safety Certificate - expired within 6 to 12 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)