

FAREHAM

BOROUGH COUNCIL

Report to Housing Policy Development and Review Panel

Date **19 July 2018**

Report of: **Managing Director of Fareham Housing**

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

SUMMARY

This report sets out a summary of the performance for Building Services covering all aspects delivered to residents.

RECOMMENDATION

It is recommended that the Panel notes the information contained in the report.

INTRODUCTION

1. This report sets out performance information for the responsive repairs service and provides an update on the delivery of the planned maintenance.
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 for the first five months of 2018 (January-May) was 6.9 days, which is a small improvement on the previously reported figure of 7.0 days. This trend has not

significantly changed since data collection started in January 2017. The total number of jobs undertaken during this period was 3712, with 38% of all jobs being completed on the same day as the customer enquiry.

8. Another measure of performance is the number of workforce appointments that were attended at the time convenient for the customer. Currently this stands at 96%, with the reasons for non-completion of a job ranging from a tenant not being in to materials not suitable/available at the time of work. This is based on data collected since 1 Jan 2018 and reflects an improving trend since previous reporting.
9. A new in-house software system has been developed which is helping the repairs officers deliver the service more efficiently. It also provides improved data collection and accurate performance measures to manage the service. The software 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 36 appointments per day which has decreased from 45 per day since previous reports. This trend reflects the number of longer and more complex jobs that have been undertaken by the team more recently such as:
 - Larger painting jobs (e.g. Downing Court)
 - When the tradesperson attends a job, the description given by the tenant of the problem is not exactly the problem when they attend,
 - What was identified by the tenant as quite a small job could escalate into a much larger job which could take days to repair instead of an hour or so.
11. A proportion of these are undertaken by supporting and specialist contractors. Factors that influence demand can be weather, doing the 'right repair', effective planned maintenance programmes and undertaking necessary & proportionate repairs and improvements when properties are void.

PLANNED MAINTENANCE SERVICE

12. 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:
13. Kitchen and bathroom modernisations are being delivered by JPC Contractors with works identified via the responsive repairs or customer requests.
14. A new contract for replacement gas boilers and central heating systems that were provided through an existing arrangement with TSG Building Services are now being provided by the Liberty Group Ltd. The new contract commenced on 12 June 2018 following a procurement process and mobilisation is underway, ensuring that effective communication and information is provided to the customers.
15. A programme for electrical inspections to dwellings and common areas is being undertaken by electrical contractors.
16. Disabled Adaptions continue to be provided on the recommendation of the Hampshire County Council Occupational Therapy service. These works are currently being

delivered using the Council's own operatives and external contractors.

17. A contract was awarded to replace the existing fire alarm system at Frosthole Close. Work commenced early 2018 and most dwellings have been completed. Work to interface the smoke alarms with the Tunstall assisted living system is continuing and anticipated to be fully complete by the end of the summer.
18. Upgrading CCTV systems at Arras and Menin Houses are now complete. St Julien and Valentine Close Flats were also completed in the first half of 2018.
19. Renewal of rainwater goods and roof maintenance maisonette blocks on Bishopsfield Road, Caen, Vimy and Tebourba Houses have been completed.
20. Works to provide a small number of additional off road parking spaces at Frosthole Close and Castle View Road have been completed.
21. A programme to replace drying area balcony balustrades at blocks of flats in various locations has been completed. These were at Foster Close Flats, St Mary's Road Flats, Coniston Walk Flats, Belvoir Close Flats, St Michaels Road Flats and Assheton Court annex block.

ASSURANCE STATEMENTS

22. 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.

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. Risk assessments are subject to a formal review every 2 years which has just been completed with the current action plans being developed to include any new recommendations.

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 Council housing sites, identifying remedial works to improve the safety of residents in the event of a fire.

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.

Fire risk assessments are carried out internally on an annual basis, with planned reassessment every 5 years by an external contractor. The internal risk assessments were completed in 2017 with the 2018 programme to review currently on track.

The highest risk areas are within the eight blocks of 24 flats such as Langstone House and Medina House on Redlands Lane. The risks for these areas were classed as tolerable – where there are no major additional controls required. Any areas that were recommended for improvements have been programmed for action. These include installation of updated fire notices in required areas, and training for inspection of fire doors by employees so that this work can be carried out as part of regular inspections carried out on site.

There is planned work to replace the ground floor fire doors in 138 properties of low rise blocks during 2018. Although not a legal requirement, this work is advisable to maintain good practice standards in our housing sites.

In July 2017, a new system was put in place to check all smoke detectors on an annual basis and we have now tested approximately 80% of properties.

(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 external 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 was the appointed gas heating servicing and repairs contractor up until June 2018, when the Liberty Group Ltd took over the contract.

The current compliance figure is 99.78% as of 31 May 2018 with details shown

below:

Properties with a current LGSR	1832
Properties capped at the gas meter	4
Properties without a LGSR - expired within 0 to 3 months	4
Properties without a LGSR - expired within 3 to 6 months	0
Properties without a LGSR - expired within 6 to 12 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

23. 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 Kevin Wright. (Ext 4359)