

# FAREHAM

## BOROUGH COUNCIL

### **Report to Housing Tenancy Board**

**Date**                    **22 April 2014**

**Report of:**           **Director of Street Scene**

**Subject:**             **BUILDING SERVICES PERFORMANCE REPORT FOR 2013/14**

#### **SUMMARY**

This report sets out performance monitoring data for Building Services covering all aspects of the service delivered to the residents for the year 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. Targets have been achieved for the percentage of works completed within target times for emergency repairs unfortunately due to the recent adverse weather it has been a challenging period to attain the priorities for urgent and routine repairs.
4. The targets set with regards to percentages of the total number of emergency, urgent and routine repairs have disappointingly not been met this year and further monitoring work will be required.
5. The target values for the average cost of a repair continually to be bettered for emergency and urgent repairs categories. The routine repair target has not been achieved and as per the previous period several high value projects have been identified.

## **PLANNED MAINTENANCE SERVICE**

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

## **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.

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 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.

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 99.83% as of 26<sup>th</sup> March 2014 meaning that 3 homes have failed to permit access on a number of appointments. A number of properties have been capped at the gas meter, isolating the supply in situations where the

resident does not have/use gas appliances.

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**

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

## **CONCLUSION**

10. 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 31 March 2014****Actual    Target****Emergency Repairs - to be completed within 24hrs**

Percentage of emergency repairs completed within target	2264 in target from 2312 completions	98%	98%
Ave. job cost for emergency repairs (£)	Ave. from 2312 completions	51.09	74.30
Number of emergency jobs as a percentage of responsive repairs	2312 from a total of 8185 completions	28%	20%

**Urgent Repairs - to be completed within 5 days**

Percentage of urgent repairs completed within target	3274 in target from 3447 completions	95%	98%
Ave. job cost for urgent repairs (£)	Ave. from 3447 completions	80.60	106.90
Average time for completing urgent responsive repairs (days)	Ave. from 3447 completions	6	5
Number of urgent jobs as a percentage of responsive repairs	3447 from a total of 8185 completions	42%	30%

**Routine Repairs - to be completed within 20 days**

Percentage of routine repairs completed within target	2256 in target from 2426 completions	93%	95%
Ave. job cost for routine repairs (£)	Ave. from 2426 completions	285.64	225.10
Average time for completing routine responsive repairs (days)	Ave. from 2426 completions	24	20
Number of routine jobs as percentage of response repairs	2426 from a total of 8185 completions	30%	50%

**35 complaints were received of various issues 18 of which related to water ingress and damp issues caused by the recent storms. 1 complaint although processed remains outstanding.**

Programme	Details
<b>Kitchen &amp; Bathroom Renewals</b>  (Ongoing long-term arrangement)	<p>Budget: £950,000</p> <p>Expended     £1,121,066</p> <p>Totals:</p> <p>128 No. Kitchen modernisations completed.</p> <p>237 No. Bathroom modernisations completed.</p> <p>This investment programme renewed kitchens and bathrooms in line with the decent home standard criteria. The works were undertaken using the 5 year term contract with MITIE Property Services Ltd who started their 4<sup>th</sup> year in January 2014.</p> <p>Properties that were 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, Barnes Lane, Cranleigh Road, Birchen Road, Birchen Close and Lodge Road</p> <p>The budget also financed showering facilities within the bathrooms at our 'flagship' sheltered housing schemes Downing, Crofton and Barnfield Courts.</p>
<b>Recycling Bin Stores</b>  (Spring/Summer 2014 project)	<p>Budget: £30,000</p> <p>Expended:     £1,212</p> <p>This budget was a contingency sum for the provision of recycling bin accommodation at blocks of flats and maisonettes.</p> <p>A scheme for recycling and refuse bin store improvements at Garden Courts has been identified by Tenancy Services. The feasibility and design work is in progress but has been delayed due to design brief changes and tree issues. This work is now anticipated to be undertaken during the summer of 2014.</p> <p>An improvement scheme at Spencer Court, Stubbington was also investigated. Proposal options were consulted with affected residents. Further consultation is being</p>

Programme	Details
	undertaken by Tenancy Services before the works for preferable scheme is progressed.
<b>Other Communal Works</b>	<p>Budget: £50,000</p> <p>Expended: £17,680</p> <p>Following recommendations provided in independent fire risk assessments, a major alteration was required affecting two flats in Garden Courts, Portchester. The work has undertaken by MITIE Property Services Ltd under their existing modernisation contract.</p>
<b>Central Heating and boilers</b>  (Ongoing long-term arrangement)	<p>Budget: £368,000 plus c/fwd from 2012/13 of £117,353</p> <p>Expended £124,602</p> <p>42 properties completed.</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. Liberty Gas Ltd are currently dealing with reactive boiler breakdown replacement on a temporary arrangement.</p>

<p><b>Electrical Upgrading</b></p> <p>Ongoing long-term arrangement)</p> <p>(Spring 2014 project)</p>	<p>Budget: £200,000 plus c/fwd from 2012/13 of £43,364</p> <p>Expended: £175,654</p> <p>150 properties completed (approximate)</p> <p>The Council implements a 5 year programme of periodic electrical inspections of the housing stock. This work benefits approximately 400 to 500 properties across the entire borough each year. Mains powered smoke and carbon monoxide detection is installed to all inspected properties where not previously present.</p> <p>Many of the sheltered housing sites were due their periodic electrical inspections to communal areas which are currently in progress.</p> <p><b>Emergency Lighting Projects</b></p> <p>This work is identified by means of commissioning Fire Risk Assessments of communal areas to blocks of flats. Remedial works and programmed to be undertaken with regard to risk and budget provision.</p> <p>Communal areas at Garden Court and Frosthole Close have been identified as requiring extensive rewiring work and was originally programmed to commence in March 2014. This work will now be postponed due to on-going tender and contractual evaluations.</p> <p>Electrical engineering consultants were commissioned to design and developed the works for Building Services officers. Asbestos removal works will be undertaken in conjunction with this work. This will include some leasehold dwellings therefore it has been subject to the formal service charge notification process.</p>
<p><b>Window &amp; Door Replacements</b></p> <p>(Autumn/Winter 2013 project)</p>	<p>Budget: £350,000 plus c/fwd from 2012/13 of £138,093</p> <p>Expended £194,971</p> <p>271 received major repairs/replacements</p> <p>Replacement doors have been installed for properties in Portchester and Fareham, including Kenwood Road, Roman Grove, Webb Road, Valentine Close, Park Walk and Nashe Way. 202 properties have received replacements to date (188 No. Front doors and 154 No. Back Doors)</p> <p>The windows at these roads were found to be in good condition and therefore were deferred for replacement by 5</p>



	<p>years.</p> <p>69 No. properties have received responsive major door or window improvements.</p>
<b>External Works</b>	<p>Budget: £50,000</p> <p>Expended     £113,826</p> <p>A Council wide external works (road surfacing, highway repairs, line marking etc) project was procured and works to Council Housing roads, paths and service areas have been undertaken. Works have commenced on a priority basis, on repairs to maisonette block service areas.</p> <p>Additional car parking spaces have been provided to sheltered sites at Northmore Close, Locks Heath and Barnfield Court, Fareham following instructions by Tenancy Services. A drop kerb at Crofton Court is also completed.</p>
<b>Major Reroofing</b>	<p>Budget: £20,000</p> <p>Expended     £24,460</p> <p>8 properties and 1 block of sheltered flats received major repairs/replacements</p> <p>The need for major works to roof coverings is very low as reported in the most recent stock condition survey.</p> <p>Following recent severe weather conditions over the Christmas holiday period a number of repairs have been identified, which are being progressed on a priority basis.</p> <p>Assheton Court received a major roof repair to part of the building.</p>
<b>Structural Repairs</b>	<p>Budget: £150,000</p> <p>Expended     £8,833</p> <p>A project to carry out concrete repairs and protective coatings to blocks of medium rise flats (blocks of 24) and blocks of maisonettes across the borough will be tendered when resources become available to project manage these works.</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 report findings were reviewed however additional supporting intrusive survey work was required to investigate the reasons for common cracks in the balcony walkways and</p>

	<p>to establish the best method of removing existing coatings. The report informed the Council on preventative maintenance programmes to maintain the life of the concrete element of the buildings.</p>
<p><b>Security Doors</b></p> <p>(Winter 2013/14 projects)</p>	<p>Budget: £50,000</p> <p>Expended £57,737.18</p> <p>The following projects will be financed from this budget:</p> <p>Security doors and door entry systems to Belvoir Close flats.</p> <p>Northmore Close, Locks Heath, block 31-36 door entry system will be upgraded with improvements matching the main block.</p> <p>King George Road door entry system will be upgraded with improvements made to the automated doors following complaints from residents that they are difficult to use.</p> <p>Frosthole Close Common Room Facility has had its old entrance door replaced with a wheelchair friendly automated door.</p> <p>All projects have works in progress.</p>
<p><b>Mobility Scooter Storage</b></p>	<p>Budget: £20,000</p> <p>Expended: £ Nil</p> <p>Crofton Court and Downing Court are having their mobility scooter requirements reviewed by Tenancy Services, which may result in improved facilities for accommodating mobility scooters.</p> <p>Individual secure pods for scooter storage are being considered at Northmore Close, Lincoln Close and Trafalgar Court.</p> <p>The budget will be carried forward to finance all projects in the next financial year.</p>
<p><b>Drain Replacements</b></p>	<p>Budget: £20,000</p> <p>Expended £17,519</p> <p>This budget is used to finance ad hoc drainage replacement works identified by the Responsive Repairs team and supported by CCTV survey and reports that are</p>

	outside of the responsibility of Southern Water.
<b>Revenue Budgets of interest to the Board:</b>	
<b>Disabled Adaptations</b>	<p>Budget: £186,000 plus c/fwd from 2012/13 of £98,512</p> <p>Expended     £238,383</p> <p>Approximately 250 properties completed</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 previous years have been realised using these rates.</p> <p>Extensions are being progressed to a 3 bedroom house in Winnards Park, Sarisbury and a 4 bedroom House in Northways, Stubbington. These works will not commence until the next financial year therefore are not part of this year's expenditure.</p>
(Ongoing long-term arrangement)	
(Spring/Summer 2014 projects)	

<p><b>External Redecoration</b></p> <p>(To be confirmed)</p>	<p>Budget: £150,000 plus c/fwd of £53,702</p> <p>Expended    £2,035</p> <p>External redecorations and associated repairs have historically been carried out on a 7 year cyclical programme to maintain the Council's and leaseholders assets.</p> <p>The previous contracted works were being undertaken using the long-term contract with Imperial Building and Decorating Contractors, and were due to commence their 3<sup>rd</sup> year of a 7 year term contract in spring 2012. Unfortunately the contractor became insolvent and the contract was terminated.</p> <p>A review of the programme will be undertaken to consider the most effective method to maintain the buildings. Until such review, no further a cyclical redecoration work will be undertaken.</p>
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