

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **20 October 2014**

Report of: **Director of Environmental Services**

Subject: **QUARTERLY PERFORMANCE REPORT- BUILDING SERVICES**

SUMMARY

This report provides performance measures of the new system for Housing Repairs and an update for planned maintenance projects.

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

HOUSING REPAIRS SYSTEM

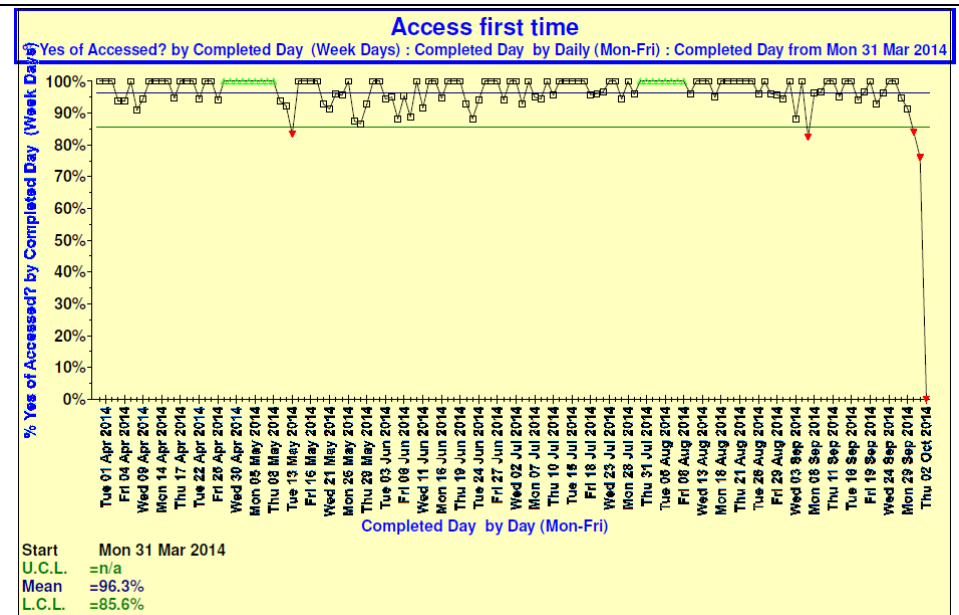
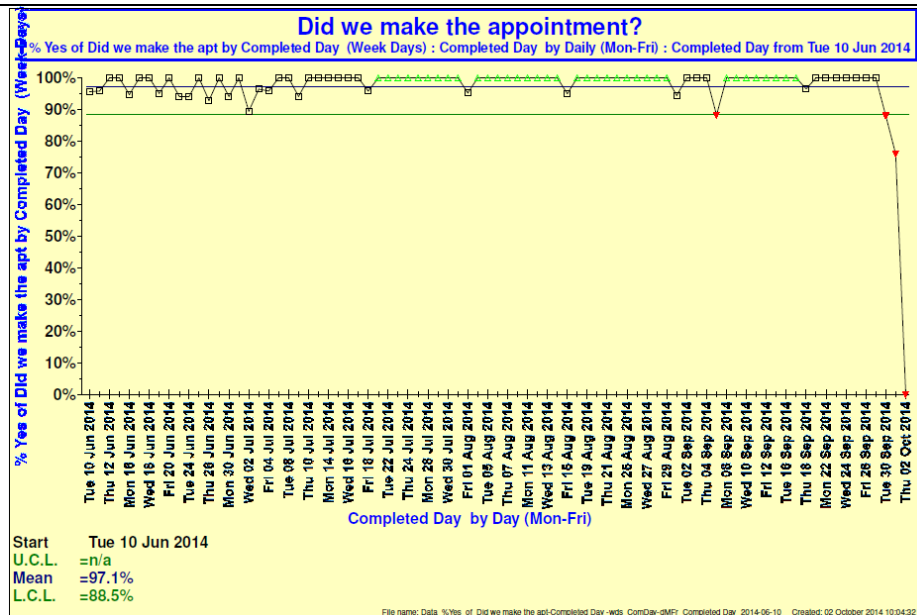
2. The Housing Repairs Service was one of the first services to be subject to a Vanguard Intervention. The Intervention team took a fundamental look at the way the service is delivered and as a result has identified a number of measures that inform how the work is working from a customer's perspective.
3. The Intervention team are currently applying their approach to 62% of the Council housing stock; this is having gained confidence in the new way of working for a smaller number of Council owned homes.
4. The new system consists of five steps that are of value to our customers when they need a repair to their home. These are:
 - i. Get clean info – Name, address, contact number, brief detail of the problem, date and time when it is convenient for us to attend
 - ii. Allocate – 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. The next few pages of this report provide the performance of the new system using the measures through the journey of a customer and include a comment regarding what the measures demonstrate.

Housing Repairs system Value Steps



What matters to our customer: Did we turn up when we said we would?

Value Step: Access



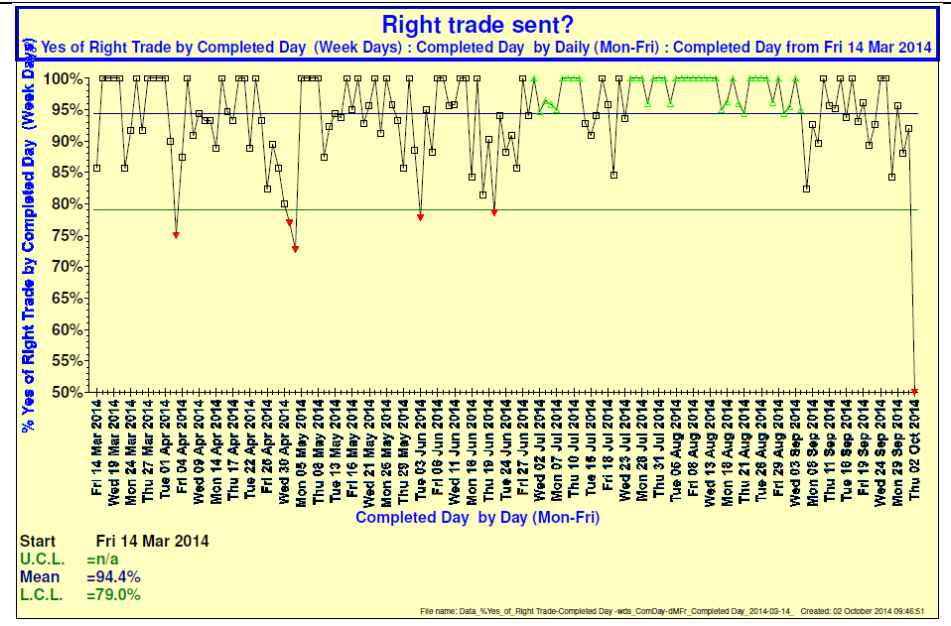
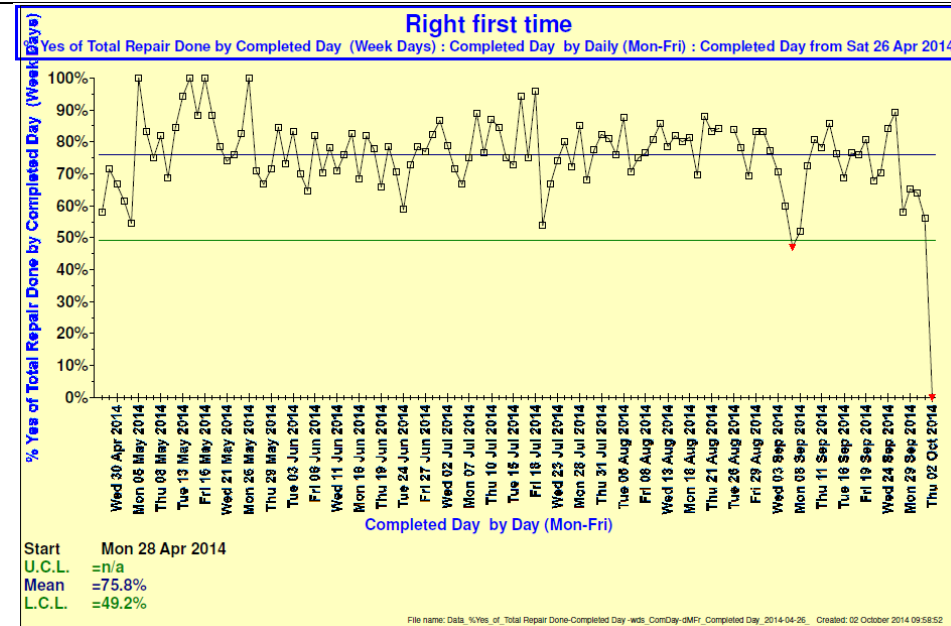
The measures demonstrate that **we are meeting what matters to our customers** by achieving high levels of attendance at the appointed day and time. As a result the performance of accessing homes first time is **extremely high**. This is a result of understanding when is convenient to the customer to attend and having the correct resources to meet the current levels of demand.

Housing Repairs system Value Steps



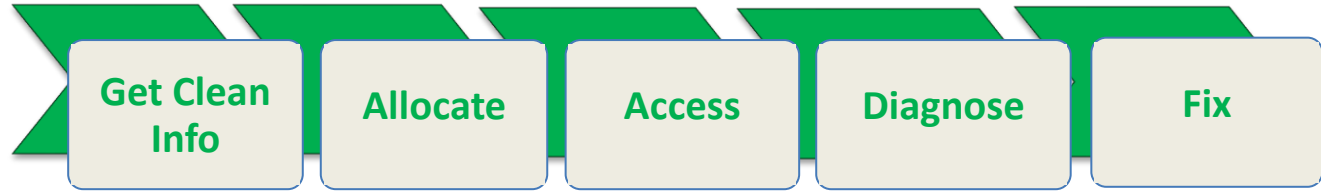
What matters to our customer: Did we get it right 1st time?

Value Step: Diagnose



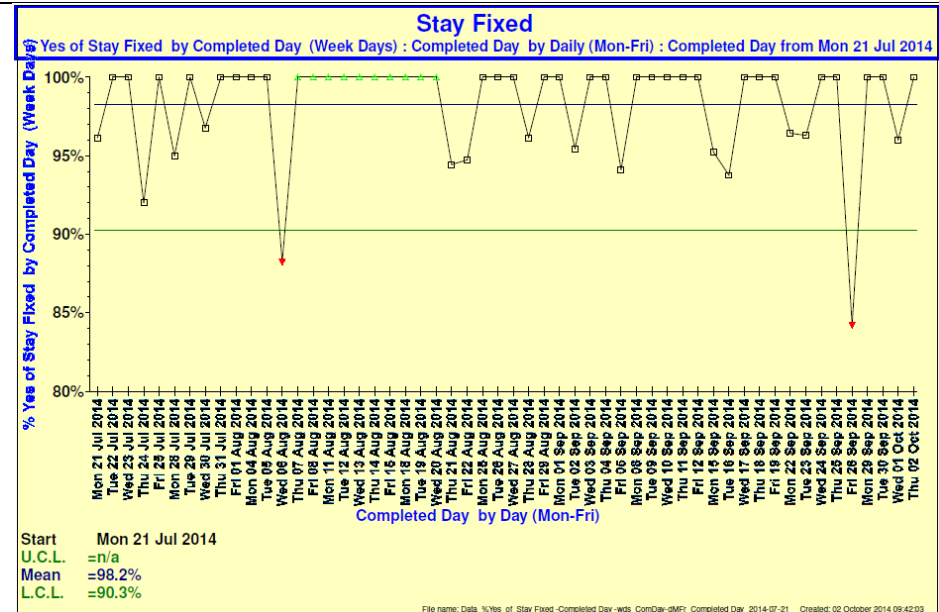
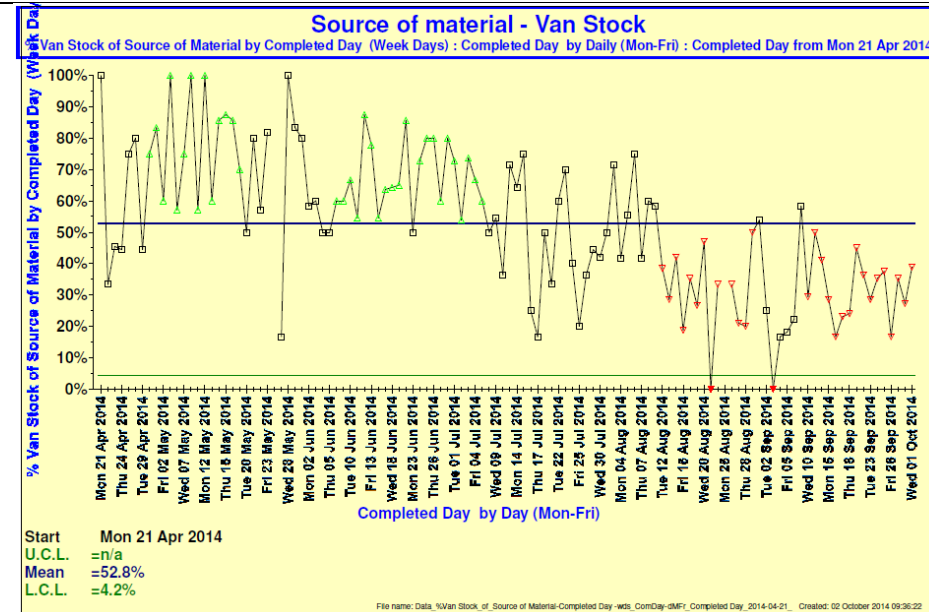
The measures demonstrate a **stable trend** of getting an operative with the right skills to the property so that we accurately diagnose the root cause of the situation and tailor the solution to meet the individual customers' needs.

Housing Repairs system Value Steps



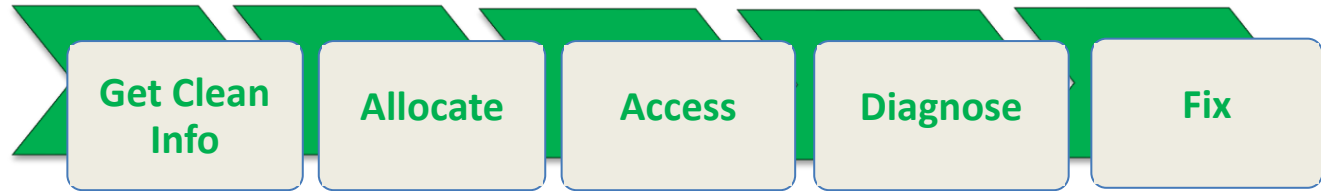
What matters to our customer: Did we do the right repair?

Value Step: Fix



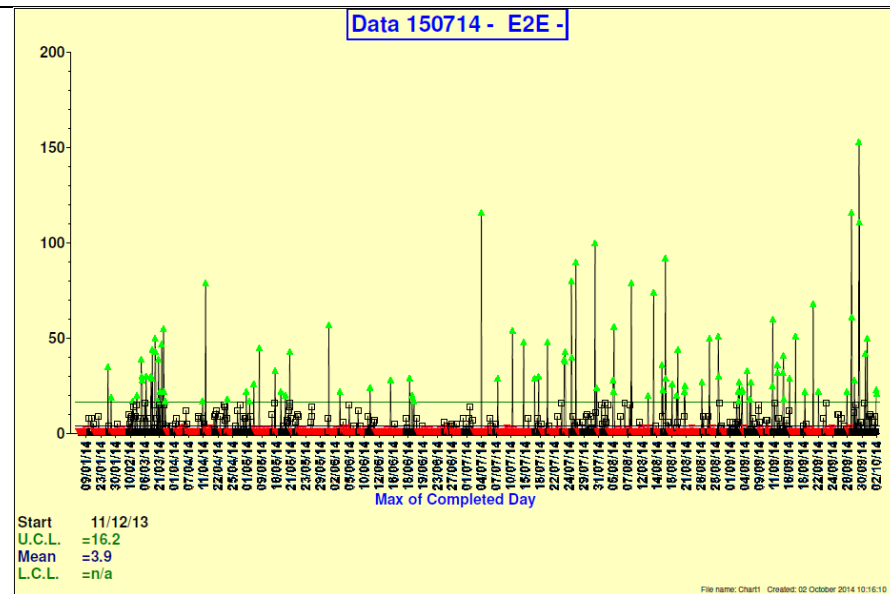
The measures demonstrate a **declining trend** in the volume of work undertaken using van stock materials and an **extremely high trend** of repairs staying fixed. The decline in van stocks being used is the result of an increase in works requiring large materials such as sheets of plasterboard and replacement double glazed units. There has been an apparent reduction in the number of minor repairs being reported such as dripping taps and lock repairs that further explains the recent trend. A consequence of the tradesman focusing on doing the right repair is reflected positively in the 'Stay Fixed' performance, eliminating future failure demand for the customer and the service.

Housing Repairs system Value Steps



What matters to our customer: How long did we take?

Value Step: n/a



Although not directly related to a value step, the time it takes to complete repairs is measured. The time begins from when it is first convenient with the customer for us to attend through to when the repair is completed. The overall performance of the system is very high and customer feedback reflects on the positive impact of the new way the system is working.

PLANNED MAINTENANCE PROJECTS

7. The current planned maintenance projects are being progressed by a combination of tender opportunities and utilising existing long term agreements. Brief details of current and proposed projects are detailed below:
- a) Kitchen and bathroom modernisations continue to be undertaken using an existing contract arrangement with MITIE Property Services. These are generally identified by responsive repairs team as the programmes of inspections were found to be ineffective.
 - b) A scheme for recycling and refuse bin store improvements at Garden Courts has been identified. The feasibility and design work has been completed following delays due to design brief changes and tree issues. Planning approval has been granted and construction work anticipated to be undertaken in April 2015.
 - c) Replacement gas boilers and central heating systems are being undertaken through an existing contract arrangement with Liberty Gas for all reactive demand.
 - d) The Council has reviewed its approach to periodic electrical inspections of the housing stock. A new approach is now implemented where the competent engineer advises the number of years between inspections based on a risk assessment informed by the condition of the installation, usage and number of repairs identified at the last inspection. This should mean that intervals between inspections for satisfactory installations is 10 years; realising savings without increasing the risk to property or persons.
 - e) Communal areas at Garden Court and Frosthole Close are receiving emergency lighting upgrade work, including the rewiring of all lighting circuits and removal of the redundant back-up generators. Asbestos removal works are undertaken in conjunction with this work with works anticipated to be completed by the end of October 2014.
 - f) A package of energy efficiency measures is being implemented at Arras House flats, Nashe Way, including replacement front entrance doors, replacement windows, installation of gas fired central heating, over-bath showers and extractor fans. Works commenced during August 2014 and will be completed by February 2015.
 - g) A number of customers living at Crofton Court, Bells Lane recently advised that their windows were draughty and were subsequently visited by the Housing Repairs Intervention team. It was found that the windows for the complete site are old and beyond economical repair therefore a window replacement project has now commenced with installation work anticipated to be undertaken during February and March 2015.
 - h) A Council wide external works project (road surfacing, highway repairs, line marking etc.) was procured and works to Council Housing roads, paths and service areas have been undertaken. Another similar contract will be tendered following further works identified including, Thorni Avenue drop kerbs with new forecourt parking, Spencer Court / Nelson Court additional parking and Trafalgar Court drying area. Work is anticipated to be undertaken during summer 2015.

- i) A proposed project to carry out concrete repairs and protective coatings to blocks of flats and maisonettes across the borough will be tendered in the near future. Engineering Consultants were commissioned and carried out condition surveys and developed a schedule of works for the procurement of the required remedial works. The report informed the Council on preventative maintenance programmes to maintain the life of the concrete element of the buildings.
- j) Various improvements to security doors and door entry systems for communal entrance areas have been completed at Belvoir Close flats, Northmore Close, Locks Heath, King George Road flats and Frosthole Close Common Room Facility. St Mary's Road flats are due to receive improvements, cost proposals are being reviewed.
- k) Disabled adaptations are being undertaken through the schedule of rates contract with Comserv. Extensions and major internal alterations are being progressed within the borough, with additional top up fund contributions by Hampshire County Council's Occupational Therapy Department where required.
- l) 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 appliances every 10 months. TSG Building Services Ltd is currently appointed as our gas appliance servicing and repairs contractor.

The percentage of properties with a current gas safety certificate is currently at 99.8% as of 1 October 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

- 8. There are no significant risk considerations in relation to this report

CONCLUSION

- 9. This report demonstrates that the housing repairs system is working very effectively and variations in performance measures have been highlighted.
- 10. The progress of planned maintenance projects has been provided with good progress being achieved against project timetables.

Background Papers:

None

Reference Papers:

None

Enquiries:

For further information on this report please contact Chris Newman. (Ext 4849)