

Taunton Deane Borough Council

Tenant Services Management Board – 17 June 2013

Gas and Other Heating Quarterly Monitoring Report

Report of Property Manager- Maintenance- Steve Esau

(This matter is the responsibility of Executive Councillor Jean Atkins)

1. Executive Summary

The report and annex have been produced to give members monitoring information on the performance of the servicing and repair contract with Alhco.

This report is for quarter 4 showing performance data; in addition the report highlights issues with the contract and improvements being made. Comments from members would be welcomed on how the information is being presented and any changes required for future reporting.

2. Background

TDBC has a responsibility as a landlord to ensure that all rented properties have a valid Gas Safety Certificate; an annual gas safety check has to be carried out. In order to ensure that a certificate does not become out of date we have in place a 10 month cycle, this allows for process of gaining access to properties to be carried out before the certificate becomes overdue. It is important that this process is managed effectively by both the contractor and the client team.

In addition the contractor is responsible for servicing of solid fuel and oil appliance's together with checking electric storage heaters, servicing of extract fans, smoke detectors and breakdown repairs. Whilst there is no legislative requirement to carry out checks to solid fuel and oil appliances every 12 months it is considered good practice we follow a 10 month cycle as happens with the gas servicing programme.

The report and annex show performance data for all the service and repair areas with comments where necessary.

3. Report

We reported at the Tenant Board Meeting on 18th March there were a number of issues relating to overdue services in Quarter 3 properties. I am pleased to inform board members that these issues were resolved.

At the end of Quarter 4 there were 26 properties overdue this is attributed to a number of reasons namely:

1. Missing assets on certificates, this has been a system issue with Aero mark.
2. Late notification to Taunton Deane from the contractor regarding non access delaying legal action. This was a programming problem with Alhco. I pleased to inform Board Members that this has now been resolved through more robust daily and weekly reporting highlighting these problem properties.
3. Appliances at the service were failed, however a new install was agreed.

(1and 3 above have been resolved by making changes within the academy system to show as compliant as the properties have been made safe).

At the time of writing this report I can inform board members that the above continued into April with 57 overdue for reasons detailed in (1,2 and 3 above), however I am pleased to inform that this reduced to 16 in May and as of the time of writing this report we have 7 overdue, I anticipate we will be close to 100% compliant by the end of June.

Reactive Maintenance the KPI figures are showing below target in all areas in Q3, one of the problems we have is the manual handling of data back from the contractor, the number of different appliance types a total of 144 making it difficult for the contractor to achieve a first time fix a gap in the reporting which we will resolve in due course. Alhco do now have a lot of information regarding the stock we see this and work to provide an interface between Academy and Aero mark improving KPI's, it is an area the Property Services Team will be working on with Alhco to improve.

The void levels have slightly below average in Quarter 4. The work Alhco are responsible for has been carried out on time. For information at the end of the financial year we had carried out 224 Installs this was following failures at the service or following breakdowns during the year. This level is a concern and we are carrying out analysis on the systems that are failing and the reasons, so that this can be taken into account when formulating the planned programme.

Servicing and other issues to highlight we have agreed with Alhco to carry out from this year all solid fuel servicing from July to September, these months are when the systems are generally not going to be in use and therefore there is no waiting time for them to cool down, which has been the case to date. Storage Heating checks are behind this was mainly due to efforts to improve the gas servicing situation, I can inform Board Members there is now a programme in place to catch up with this. We have just commenced installing battery operated CO Detectors in all properties which have a open flued appliances, these will be installed as visits are made for servicing

and repair calls so by the end of the financial year all properties with an open flued appliance will also have a CO Detector. It is intended to publish an article in the Autumn Edition of Taunton Deane Housing Newsletter about Gas highlighting the dangers and insisting tenants give the contractor access to carry out servicing.

We have included financial information; this includes the cost of servicing and maintenance together with rechargeable works, the latter being works outside of the contract and includes works to voids. In addition the amount of scrap monies received is shown, these monies are paid back into the Housing Revenue Account.

4. Finance Comments

There are no financial issues arising from this report.

5. Legal Comments

There are no legal issues arising from this report.

6. Links to Corporate Aims

To ensure we meet our legislative responsibilities.

7. Environmental Implications

Heating systems that are serviced regularly work more efficiently therefore reducing CO2 emissions and the environmental impact.

8. Community Safety Implications

There are no implications arising from this report.

9. Equalities Impact

This is not applicable.

9. Risk Management

There are significant risks associated with this area of the housing service. It is essential it is managed in a robust way where there are changes to legislation or working practices revised risk assessments and mapping are carried out.

10. **Partnership Implications**

There are no implications arising from this report.

11. **Recommendations**

The Tenant Services Management Board are asked to note the report comments would be welcomed on how the information is being presented and any changes required for future reporting.

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Servicing	Target	Q1	Q2	Q3	Jan	Feb	Mar	Cumulative for year	Comments
Nr of gas services (CP12) that are planned for this calendar month.		1185	1171	1399	220	270	198	4443	
Nr of services for solid fuel that are planned for this month.		25	34	4	9	5	3	80	
Nr of services for oil that are planned for this month.		3	5	21	0	0	0	29	
Nr of services for electric that are planned for this month.		288	165	501	23	24	57	1058	
total number of services for month (all fuel types)		1501	1375	1925	252	299	255	5607	
Number of properties not covered by a current CP12		7	17	71	51	32	26	34	
% of Properties Overdue (No valid Certificate)	0	0.16	0.38	1.60	1.15	0.72	0.59	1	
% of gas Services completed on 1st visit attempt	100%	65	64	65	73	83	74	71	
% of gas Services completed on 2nd visit attempt		23	19	18	13	6	12	15	
% of gas Services completed on 3rd visit attempt		6	8	12	9	5	7	8	
% of gas Services completed on TDBC arranged visit		4	7	3	5	6	6.50	5	
% of gas Services completed on TDBC arranged forced entry		2	2	2	0	0	0.50	1	
Number of appointments cancelled by ALHCO	0	0	0	6	0	0	0	6	
Nr of certificates sent to TDBC within 5 days of service date.	5 days								
Nr of tenant satisfactions received relating to servicing									
% of tenants satisfied									
Reactive Maintenance									
Nr of reactive jobs received		1082	994	1598	499	517	590	5280	
Priority 1 - emergency % (attend within 2 hours and repair within 24 Hours)	100%	98	94	91	94	95	95	94	
Priority 2 - Urgent % (Complete within 3 working days)	100%	96.66	87.5	90.66	70	85	81	85	
Priority 3 - Routine % (Complete within 7 working days)	100%	97.33	97.06	74.66	79	85	85	86	
% completed 1st visit	100%	96	85.66	87.66				90	
Nr of hot water systems out of action overnight	0 per month	0	0	6	28	27	47	108	
Nr of hot water systems out of action for longer than 24 hours	0 per month	0	0	6	9	5	21	41	
Nr of reactive maintenance appointments made		1082	994	1598	499	517	590	5280	
Nr of reactive maintenance appointments kept by ALHCO		1065	965	315	499	517	590	3951	
Nr of Jobs cancelled due to no tenant contact.		17	30	31	0	0	0	78	
Nr of Out of Hours calls		57	94	95	133	109	146	634	
Nr of Tenant satisfactions received relating to breakdowns									
% of tenants satisfied									
Voids									
Nr of Voids this month		144	123	110	35	34	14	460	
% of voids completed within time (14 days)	100%	100	100	100	100	100	100	100	
Request for Service									
		1	0	0	0	0	0		
Health and Safety									
Major reportable accidents		0	0	1	0	0	0	1	
Minor Accidents		0	0	0	0	0	0		
Instances of where Asbestos found		0	0	0	0	0	0		
Audits competed (internal and external)									
Finance									
Invoice for Servicing		£80,174.06	£59,097.38	£75,139.00	£29,614.00	£17,178.00	£23,422.80	£284,625.24	
Invoice for Maintenance		£87,247.62	£87,247.62	£87,247.62	£29,082.54	£29,082.54	£29,082.54	£348,990.48	
Invoice for Chargeable works		£22,344.52	£36,172.34	£34,428.00	£4,551.60	£8,071.20	£8,439.60	£114,007.26	
Scrap money raised.							12239.12	£12,239.12	Total Scrap for the year