

Taunton Deane Borough Council

Tenant Services Management Board – 23rd July 2012

Gas and Other Heating Quarterly Monitoring Report

Report of Property Manager- Maintenance- Steve Esau

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

1. Executive Summary

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

This is the first quarterly report showing performance data with the new contractor. 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 In order to ensure that a certificate does not become out of date we have in place a 10 month cycle, this allows for the process of gaining access to properties to be carried out before the certificate becomes overdue.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 the servicing of solid fuel and oil appliances 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 and we follow a 10 month cycle as happens with the gas servicing programme.

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

3. Report

This is the first of the quarterly reports to the Tenant Services Management Board for the new contract. There are a number of gaps in the performance data where it has either not been available in time for the end of quarter reporting or particular tasks have not been carried out to date. I have made comments below on these areas.

A condition of the contract was for the contractor to have in place a computerised management system within six months of the commencement of the contract. This will provide real time reporting which will be beneficial to both the contractor and TDBC. I am pleased to inform members that the implementation of the system will happen in late July and early August ahead of schedule.

At the end of the quarter one property did not have a valid gas safety certificate. I am pleased to report access was gained and the service and safety check was carried out on 4th July 2012.

There have been some logistical issues with the number of certificates sent to TDBC within 5 days of the service date. A report is not available at this time.

Tenant satisfaction for reactive maintenance is not available in this report, there are some complications in the way this is reported. It is hoped we can resolve this for the quarter two reporting.

To date no third party audits have been carried out. This process is due to commence in August 2012.

Financial reporting information is not available for this report, we are looking closely at this and will be reporting in detail at the end of quarter 2.

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.

10. 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.

11. Partnership Implications

There are no implications arising from this report.

12. Recommendations

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

Contact: Officer Name Steve Esau- Property Manager – Maintenance
 Direct Dial No 01823 356593
 [e-mail](mailto:s.esau@tauntondeane.gov.uk) address s.esau@tauntondeane.gov.uk

ALHCO / TDBC QUARTERLY CONTRACT REPORT					AGENDA ITEM 5 - APPENDIX A	
Servicing	Target	Apr	May	Jun	Cumulative for year	Comments
Nr of gas services (CP12) that are planned for this calendar month.		298	544	321	1163	
Nr of services for solid fuel that are planned for this month.		37	8	0	45	
Nr of services for oil that are planned for this month.		2	1	0	3	
Nr of services for electric that are planned for this month.		68	188	32	288	
total number of services for month (all fuel types)		405	741	353	1499	
Number of properties not covered by a current CP12		0	0	1	1	
% of Properties Overdue (No valid Certificate)	0	0	0	0.311526		
% of gas Services completed on 1st visit attempt	100%	54	72	68	65	
% of gas Services completed on 2nd visit attempt		32	17	16	22	
% of gas Services completed on 3rd visit attempt		8	6.5	2	6	
% of gas Services completed on TDBC arranged visit		4	2.5	5	4	
% of gas Services completed on TDBC arranged forced entry		2	2	0	1	
Nr of properties with gas servicing outstanding still in date		0	0	9	9	Nine properies still to be visited expiry dates are in Aug
Number of appointments cancelled by ALHCO	0					
Nr of certificates sent to TDBC within 5 days of service date.	5 days					
Nr of tenant satisfactions received relating to servicing				108	108	
% of tenants satisfied				92	92	
Reactive Maintenance						
Nr of reactive jobs received		308	459	315	1082	
Priority 1 - emergency % (attend within 2 hours and repair within 24 Hours)	100%	100	98	97	98	
Priority 2 - Urgent % (Complete within 3 working days)	100%	97	97	96	97	
Priority 3 - Routine % (Complete within 7 working days)	100%	95	97	100	97	
% completed 1st visit	100%	96	95	97	96	
Nr of hot water systems out of action overnight	0 per month	0	0	0	0	
Nr of hot water systems out of action for longer than 24 hours	0 per month	0	0	0	0	
Nr of reactive maintenance appointments made		308	459	315	1082	
Nr of reactive maintenance appointments kept by ALHCO		303	447	315	1065	
Nr of Jobs cancelled due to no tenant contact.		5	12	0	17	
Nr of Out of Hours calls		45	7	5	57	
Nr of Tenant satisfactions received relating to breakdowns						
% of tenants satisfied						
Voids						
Nr of Voids this month		32	66	46	144	
% of voids completed within time (14 days)	100%	100	100	100	100	
Request for Service						
		1	0	0		Instance of damage to carpet - matter resolved with new carpet
Health and Safety						
Major reportable accidents		0	0	0		
Minor Accidents		0	0	0		
Instances of where Asbestos found		0	0	0		
Audits competed (internal and external)						
Finance						
Invoice for Servicing						
Invoice for Maintenance						
Invoice for Chargeable works						
Scrap money raised.						