

Taunton Deane Borough Council

Tenant Services Management Board – 18th March 2013

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 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 3 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 In order to ensure that a certificate does not become out of date we have in place a 10 month cycle, this allows for process of gaining access to properties to be carried out before the certificate becomes overdue.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 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 annex show performance data for all the service and repair areas with comments where necessary.

3. Report

A verbal report was presented at the last Tenant Services Management Board, it was agreed that we would present a written report at the next meeting.

At the end of Quarter 3 we had 72 properties without a valid Cp12 Certificate, 50 properties attributed to being lost off the Alhco's Aero mark IT System following the change over from Scotland to Bristol at the end of December. As reported at the last meeting, Alhco have said there is no excuse for this totally unacceptable occurrence. At the time of writing this report 45 properties have been revisited, the 5 remaining properties which we have not been able to gain access. These properties have been included on the March Hit list to gain access. These visits take place from 26 to 28 March. The remaining 22 are late services all of which had valid certificates at the time of the last board meeting.

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. We have looked at our reporting and have made some recent changes to enable us to carry out more detailed analysis going forward which we have not been able to do up to now. Some analysis has taken place. Initial thoughts indicate that part of the reason was the work handled by Alhco's Scottish Call Centre. We anticipate an improving situation after the first years servicing visits and information collation; we are also seeing a marked change now that all work is handled through the Bristol Call Centre.

The void levels have been above average for Q3. The work Alhco have to do has been carried out on time, this has also included a number of installs where systems have not passed the gas safety inspection.

As explained at the last board meeting a serious health and safety incident occurred. The incident was fully investigated, both by Alhco and Taunton Deane Borough Council. This incident was reportable to the Health and Safety Executive. We are still waiting to hear from them.

We employ an organisation called Q Gas to carry a 3rd Party independent audit of Alhco's work. They carried out audits in the last quarter, whilst there were no serious issues, there were issues with the way engineers fill in the Safety Certificates, and this has been fed back to Alhco who are making changes to their systems.

We have included financial information; this includes the cost of servicing and maintenance together with rechargeable works, these being works outside of the contract and includes works to voids.

We recognise there are still a number of issues and problems that we are working together to resolve. Some of these can be resolved in the short term others will take longer particularly around data transfer, which cannot fully be resolved until we have automated links between academy and aero mark. Below are a number of actions and improvements that are being carried out:

- Weekly Operational meetings.
- Weekly monitoring information and data from Aero mark.
- Gas Officer attending Bristol Call Centre monthly to discuss and resolve issues with the Call Centre Manager.

- South West Audit Partnership is carrying out an audit of Gas Servicing and Maintenance Management. We hope to have the results in April. Any actions or recommendations will then be put into an action plan.
- Working with Alhco, Taunton Deane Borough Council's Finance and Information Technology to explore interfacing between the two systems.

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 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	Oct	Nov	Dec	Cumulative for year	Comments
Nr of gas services (CP12) that are planned for this calendar month.		1185	1171	468	547	384	3755	
Nr of services for solid fuel that are planned for this month.		45	1	2	3	4	55	
Nr of services for oil that are planned for this month.		3	5	6	7	8	29	
Nr of services for electric that are planned for this month.		288	165	166	167	168	954	
total number of services for month (all fuel types)		1521	1342	642	724	564	4793	
Number of properties not covered by a current CP12		7	17	24	63	72	183	
% of Properties Overdue (No valid Certificate)	0	0.59	1.45	5.13	11.52	18.75	7	
% of gas Services completed on 1st visit attempt	100%	65	64	56	69	71	65	
% of gas Services completed on 2nd visit attempt		23	19	24	14	16	19	
% of gas Services completed on 3rd visit attempt		6	8.5	14	13	10	10	
% of gas Services completed on TDBC arranged visit		4	7	5	3	2	4	
% of gas Services completed on TDBC arranged forced entry		2%	1.5%	1.0%	1.0%	1.0%	1%	
Number of appointments cancelled by ALHCO	0	0	0	1	2	3	4	
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	509	660	429	3674	
Priority 1 - emergency % (attend within 2 hours and repair within 24 Hours)	100%	98	94	89	92	91	93	
Priority 2 - Urgent % (Complete within 3 working days)	100%	96.66	87.5	89	92	91	91	
Priority 3 - Routine % (Complete within 7 working days)	100%	97.33	97.06	74	66	84	84	
% completed 1st visit	100%	96	85.66	86.66	87.66	88.66	89	
Nr of hot water systems out of action overnight	0 per month	0	0	1	2	3	6	
Nr of hot water systems out of action for longer than 24 hours	0 per month	0	0	1	2	3	6	
Nr of reactive maintenance appointments made		1082	994	509	660	429	3674	
Nr of reactive maintenance appointments kept by ALHCO		1065	965				2030	
Nr of Jobs cancelled due to no tenant contact.		17	30	10	11	10	78	
Nr of Out of Hours calls		57	94	30	35	30	246	
Nr of Tenant satisfactions received relating to breakdowns								
% of tenants satisfied								
Voids								
Nr of Voids this month		144	123	34	29	47	377	
% of voids completed within time (14 days)	100%	100	100	100	100	100	100	
Request for Service								
		1	0	0	0	0		
Health and Safety								
Major reportable accidents		0	0	0	1	0		
Minor Accidents		0	0	0	0	0		
Instances of where Asbestos found		0	0	0	0	0		
Audits completed (internal and external)								External Audit Carried out in Q3
Finance								
Invoice for Servicing		£80,174.06	£59,097.38	£59,098.38	£59,099.38	£59,100.38	£316,569.58	
Invoice for Maintenance		£87,247.62	£87,247.62	£87,248.62	£87,249.62	£87,250.62	£436,244.10	
Invoice for Chargeable works		£22,344.52	£36,172.34	£36,173.34	£36,174.34	£36,175.34	£167,039.88	
Scrap money raised.								