

Taunton Deane Borough Council

Tenant Services Management Board – 14th July 2014

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 In order to ensure that a certificate does not become out of date we have in place a 10 month cycle, this allows for process of gaining access to properties to be carried out before the certificate becomes overdue.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. With regards to solid fuel we are gradually moving all servicing into the summer months at which point the systems are either not in use or have low use, as the boilers need to be cold in order to carry out the service.

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

3. Report

Whilst we had problems in Quarter 1 and 2 with overdue certificates there has been significant improvements resulting in 100% compliance at the end quarter 4.

There has been a significant reduction in the number of properties where Alhco have not gained access through their part of the process requiring our part of the process which we call the gas hit. This part is extremely time consuming and expensive. There are still improvements that we want to make to reduce even further and we are working with Alhco and Taunton Deane Estate Management to achieve this.

Reactive Maintenance the KPI figures are showing below target in all areas in Q4 are still showing below target however there have been improvements as can be seen in the figures. We have identified only recently an issue with our computer systems not recognising data from the contractors system, we believe work in the background will result in these figures looking better As I can only publish what our system reports, I will be in a position to report on this when I present the Quarter 1- 2014-15 KPI data.

We have noticed a number of issues with poor diagnosis on breakdowns this we are addressing with Alhco, this has resulted in training for engineers and changes in their headquarters giving engineers in the field access to technical help when they are trying identify faults. In addition Alhco have reviewed what is carried on the engineers vans and these will be stocked with parts that they frequently have to replace. We see these initiatives reducing the number of repeat calls and so reduce inconvenience for the tenant.

The void levels has been above average for the whole year, one of the factors that have influenced this is the decanting programme from Creechbarrow Road and Parmin Close. Scrap values are reducing this is due to a reduction of reactive rather than programmed installs we have had to carry out.

We have reported at previous meetings that there was a programme for the installation of CO detectors to properties with open flued appliances. This programme did not start until June 2013, these detectors are installed at the time of the service. I am pleased to inform apart from a few properties where we have access problems all properties concerned now have CO detectors fitted.

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- Q3	Jan	Feb	Mar	Cumulative for year	Comments
Nr of gas services (CP12) that are planned for this calendar month.		3225	479	338	414	4456	
Nr of services for solid fuel that are planned for this month.		63	5	10	9	87	
Nr of services for oil that are planned for this month.		4	1	1	1	7	
Nr of services for electric that are planned for this month.		1099	27	206	36	1368	
total number of services for month (all fuel types)		4391	512	555	460	5918	
Number of properties not covered by a current CP12		70	3	2	0	19	
% of Properties Overdue (No valid Certificate)	0	1.570	0.00067	0.00044	0.00	0.393	
% of gas Services completed on 1st visit attempt		83	92	89	90	88	
% of gas Services completed on TDBC arranged visit		17	8	11	10	12	
% of gas Services completed on TDBC arranged forced entry		0.0051	0.0041	0.0088	0.0048	0.01	
Reactive Maintenance							
Nr of reactive jobs received		3169	542	437	371	4519	
Priority 1 - emergency % (attend within 2 hours and repair within 24 Hours)	100%	88	95	96	98	94	
Priority 2 - Urgent % (Complete within 3 working days)	98.40%	86	85.42	91.57	92.07	89	
Priority 3 - Routine % (Complete within 7 working days)	98.60%	93	86.74	94.21	96.5	93	
Nr of hot water systems out of action overnight	0 per month	10	2	1	4	17	
Nr of hot water systems out of action for longer than 24 hours	0 per month	1	0	0	0	1	
Nr of reactive maintenance appointments made		3169	542	437	371	4519	
Nr of Out of Hours calls		445	89	98	77	709	
Voids							
Nr of Voids this month		374	47	28	43	492	
% of voids completed within time (14 days)	100%	100	100	100	100	100	
Request for Service							
		0	0	0	0		
Health and Safety							
Major reportable accidents		0	0	0	0		
Minor Accidents		0	0	0	0		
Instances of where Asbestos found		2	0	0	0		
Finance							
Invoice for Servicing		167762.08	£19,155.00	£19,363.64	£18,834.76	£225,115.48	
Invoice for Maintenance		194038.86	£17,998.54	£17,798.54	£17,798.54	£247,634.48	
Invoice for Chargeable works		92117.9	£20,023.06	£16,503.02	£18,112.00	£146,755.98	
Scrap money raised.		8101.62	£525.62	£280.02	£240.36	£9,147.62	