

Taunton Deane Borough Council

Tenant Services Management Board – 18th November 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 and annex is for quarter 2 showing performance data; in addition the report highlights issues with the contract. 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 In order to ensure that a certificate does not become out of date we have in place a 10 month cycle, this allows for process of gaining access to properties to be carried out before the certificate becomes overdue.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 September meeting that we achieved 100% compliance at the end of Quarter 1. At the end of Quarter 2 we have report 3 properties were overdue due to a number of reasons, however I can inform board members that all 3 were serviced in the first week of Quarter 3. We are experiencing problems with Alhco meeting our 10 month programme this has caused pressures for both our property services and estates teams and feedback from tenants has confirmed problems, leading to a drop in service. I can reassure board members that we have identified the root of the problems and are working closely with Alhco to resolve.

Reactive Maintenance the KPI figures are showing below target in all areas in Quarter2, and there has been slight slippage from Quarter 1. There are a number of reasons behind for example being Works out of the heating season being issued where they should not be Priority 1 Alhco were not resourced to do achieve in the time, this has been addressed to bring in line with our tenant standards, not achieving first time fix due to problems with diagnosis of the problem and appointments being missed. We are working with Alhco to resolve these issues in order to improve the KPIs to move them towards the target.

The void levels have been about normal in Quarter 2. However we are still experiencing a high number of appliance failures both through gas checks on voids and the servicing programme. There are two factors causing this these being early boiler failures and appliances that are over remaining life. The Capital Programme team are working on the procurement of a long term boiler replacement programme which is due to commence in April 2014, this will overtime reduce the number of reactive failures. This programme will be prioritised to tackle the oldest first, open flued appliances and boilers which have obsolete parts.

Other issues to highlight we have been carrying out the solid fuel servicing during this quarter, this has been successful, at the end of the quarter there were still a few properties to visit, appointments being in place for this. The CO detector programme is progressing and will be completed by the end of the financial year. We have been experiencing problems with detectors activating where there has not been a CO problem, this is due to a manufacturing fault and is being addressed, I assure board members that there has been no risk to tenants.

In the KPI report I have stated there were two incidents related to asbestos. Both of which were resolved satisfactorily. However this did highlight a number of issues and we have been working closely with Alhco's Group Health and Safety Manager to put in place strengthened policies and procedures. Unfortunately this has had a consequential effect with delays to carry out work and will be on going and is something we cannot mitigate against.

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.

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 Quarter Two Performance 2013/14 Report

Servicing	Target	Q1	July	Aug	Sept	Cumulative for year	Comments
Nr of gas services (CP12) that are planned for this calendar month.		1024	525	321	426	2296	
Nr of services for solid fuel that are planned for this month.		0	29	10	22	61	
Nr of services for oil that are planned for this month.		4	0	0	0	4	
Nr of services for electric that are planned for this month.		690	99	30	131	950	
total number of services for month (all fuel types)		1718	653	361	579	3311	
Number of properties not covered by a current CP12		67	0	0	3	18	
% of Properties Overdue (No valid Certificate)	0	2			0.07	1	
% of gas Services completed on 1st visit attempt		60	88	87	79	79	
% of gas Services completed on TDBC arranged visit		12	12	12.99	20	14	
% of gas Services completed on TDBC arranged forced entry		1	0.005	0.005	0.005	0.25	
Reactive Maintenance							
Nr of reactive jobs received		1087	315	249	386	2037	
Priority 1 - emergency % (attend within 2 hours and repair within 24 Hours)	100%	93	85	85	88	88	
Priority 2 - Urgent % (Complete within 3 working days)	98.40%	85	83.93	88.89	87.06	86	
Priority 3 - Routine % (Complete within 7 working days)	98.60%	91	95.56	93.18	93.85	93	
Nr of hot water systems out of action overnight	0 per month	1	0	0	0	1	
Nr of hot water systems out of action for longer than 24 hours	0 per month	0	0	0	0	0	
Nr of reactive maintenance appointments made		1087	315	249	386	2037	
Nr of Out of Hours calls		136				136	Data not available at time of writing report
Voids							
Nr of Voids this month		113	47	81	41	282	
% 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					
Minor Accidents		0					
Instances of where Asbestos found		0			2		
Finance							
Invoice for Servicing		£60,491.60	£22,198.04	£16,490.12	£16,977.16	£116,156.92	
Invoice for Maintenance		£87,247.62	£17,798.54	£17,798.54	£17,798.54	£140,643.24	
Invoice for Chargeable works		£14,142.10	£4,810.53	£11,620.58	£20,987.65	£51,560.86	
Scrap money raised.		£4,013.78	£400.39	£464.11	£574.74	£5,453.02	