



Report to Assets, Development and Investment Committee

19 June 2014

Title: Cyclical maintenance and compliance – 2013/14

Report of Director of Customer and Communities

Purpose of Report

1. To update the committee on cyclical maintenance activities and compliance monitoring up to the end of the fourth quarter of 2013/14.

Background

2. Cyclical maintenance covers a range of activities including gas servicing, water hygiene testing, and specialist electrical work. One of the priorities for the Repair Management team during 2013/14 was to have a renewed focus on cyclical maintenance. This included the recruitment of a Cyclical Maintenance Manager (alongside the existing Gas Service Manager) and an Electrical Auditor (to accompany the existing Gas Auditor role).
3. Cyclical maintenance activity has previously been included in the update on Health and Safety activity reported to Resources Committee. Performance information on gas servicing and other areas also features in the quarterly reports to Board on Performance Indicators.
4. This report summarises activity in the period April 2013 – March 2014, and also provides an update on changes during the year to the service of warrants to gain access for gas servicing.

Cyclical Maintenance 2013/14

5. One of the aims of a focus on cyclical maintenance was to review activity in order to reduce response times and to lower call-out charges, as well as identifying high expenditure trends for inclusion in planned maintenance programmes. The reviews have also identified some areas where additional maintenance activity would be required.
6. Specific issues reviewed during the year included:
 - Door access controls – review has identified non-efficient installations
 - Communal boiler house plant – identified high risk due to availability of parts; introduced contingency plans and commission of designs.
 - Aids and Adaptations – review of all contracts and data management systems has highlighted installations not known to the company.

- Angel Court / new build developments - specialist systems compliance.
 - Emergency lighting –increasing call outs and costs addressed
 - Lighting Inverter condition assessment – introduced replacement plan. Future lighting design to be influenced to reduce costs.
 - Drainage Surveys to multi blocks - location data captured for repairs reporting efficiency.
 - CCTV review - catalogued all assets, locations and suitability.
 - Water Hygiene Risk Assessments - development of new format, catalogued and prioritised all remedial works.
 - Data Management - Centralising maintenance contract information.
 - Environmental management - register of controlled chemicals.
 - Fire Safety Management – works arising from FSRO contract, including assessment of additional testing arrangements.
 - Sprinkler Systems – introduction of new testing and certification.
7. It is proposed to bring regular updates on compliance monitoring to this committee. The table included in the appendix to this report summarises the position for 2013/14.
8. The service continually feeds into the company's Asset Management Strategy via a referral process to inform the Capital programme, items referred include:
- Proposed replacement of ageing commercial boilers to 12 multi blocks and domestic boilers to 7 communal lounges.
 - Condition report of inverters, batteries and emergency exit signage for planned replacement inverters and batteries prior to failure.
 - Redesign of entrances and existing access controls for all sheltered and multi blocks to identify the unsustainable systems and elements.
 - Water hygiene risk assessments remedial works, longer term priorities.

Gas Servicing and warrants

9. It has previously been reported to this Committee and to Board that performance on gas servicing is an area for improvement. It has been an increasing trend for some tenants to not readily allow access for an annual gas service, despite repeated attempts, and publicity around the potential risks.
10. After three unsuccessful attempts to gain access by appointment (confirmed by letter) a property will be deemed “no access” and passed to a dedicated “no access team” within Mears. Two further visits per week will be attempted over a two-week period before a decision is taken to apply for a warrant to gain access.
11. Prior to July 2013, Environmental Health Officers served these warrants using delegated powers to gain access for inspection on the grounds of a potential category 1 hazard within the property. On average, around 50 warrants were required in a year. The cost of serving each warrant would have been £400 and was borne by the company.
12. In November 2013 the Gas Service Manager, Gary Stirling was granted the authority to take enforcement action on behalf of the local authority. Whilst this does involve some workload it also presents a saving as the warrant can

now be served at an estimated cost of £50 (a further cost review with legal services is pending).

13. There was a period during the year when we were unable to serve warrants, which contributed to an increase in no-access properties, but work has been carried out to “catch up”, and Mears have looked at ways of giving further notifications and reminders of gas service appointments in a bid to reduce no-access.

Future initiatives

14. A priority for 2014 will be assisting in the implementation of the new BARIS computer interface for works order management with LES. The development of an enhanced schedule of rates is anticipated to generate further benefits in the performance management and streamlining of data exchange across the partnership. Development work is anticipated to commence July 2014.
15. The service is currently evaluating the following areas for inclusion in future cyclical maintenance activities:
 - Dry Riser tender for servicing and repair to address current reactive arrangement. Planning programme of renewal of landing valves.
 - Assisting in the review of CCTV provision across multi and sheltered accommodation to address high value reactive maintenance costs.
 - Ventilation servicing in multi blocks to address fire risk and associated health and condensation issues due to lack of preventative maintenance.
 - Programme of planned condition assessment and soil stack renewal.
 - Assessment of ageing mains water supply infrastructure to multi and sheltered Budget control measures.
 - Data management of Operational and Maintenance information not currently held or managed centrally that leads to knowledge gaps within the services.

Links to Values

16. The report links to the values of:
 - Being a listening and learning organisation
 - Being honest, accountable and transparent
 - Being customer focused

Impact on tenants

17. Appropriate preventative maintenance enables reductions in failure rates and response times.

Risk Management

18. The report links to the strategic risks around:
 - delivering effective asset management
 - delivering on new projects
 - maintaining a positive reputation
 - managing finances and delivering value for money

- effectively managing business continuity

Health Implications

19. Appropriate cyclical maintenance brings positive health implications, for example for vulnerable tenants through the enhanced warranty and servicing provision for aids and adaptations.

Financial Implications

20. Cyclical maintenance activity is met from within existing budgets, and is kept under review so that budgets can be provided where additional activity is required.

Value for Money Implications

21. Several tendered contracts have been implemented to replace existing responsive arrangements, generating direct savings. The new arrangements for service of warrants for gas servicing represent a saving in expenditure estimated at around £350 per warrant.

Recommendation

22. The views of the committee are sought on whether the committee is satisfied with progress on the management of the cyclical maintenance contract with Local Environmental Services, and other contractors.

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Summary of Compliance Monitoring

Area	Target	Status	Commentary:
Gas Servicing	18,845 dwellings	18,819	26 properties did not have a valid certificate at year-end. 4 tenants subsequently allowed access, and warrants were sought for 22.
CO Detectors Installed	18874	18324	550 properties without a detector. Programme ongoing.
Lifts in Service	9855 Days	9610	245 unplanned instances of lifts unavailable.
Drainage Surveys to multi blocks	24	23	Crowhall Towers - planned for this year.
Legionella Risk Assessments	67	67	Legionella risks now prioritised and a remedial works programme to be put in place
Fire Alarm System Inspections			A number of orders were cancelled as buildings were demolished through the year.
Weekly	2194	1972	
Quarterly	46	44	
Monthly Emergency Lighting Inspections			28 Emergency Lighting Inverters inspected to identify failings. Orders cancelled due to demolitions.
Monthly	687	675	
Annual	63	62	
Wet & Dry Riser Inspections	26	25	Remedial works all complete. 6 month visual inspection required at Angel Court
Bin Chute Fire Shutters	25	25	Annual services scheduled for 27 th -30 th May 2014. No activations this quarter.
Commercial Gas Boilers	38	38	Recommendations made to include replacement of 12 aging commercial boiler installations in capital programme.