



Assets, Development and Investment Committee

16 October 2014

Title: Cyclical Maintenance and Compliance – End of First Quarter 2014/15

Report of Director of Customer and Communities

Purpose of Report

1. To update the committee on cyclical maintenance activities and compliance monitoring in the first quarter of 2014.

Background

2. Cyclical maintenance covers a range of activities including gas servicing, water hygiene testing, and specialist electrical work. The priorities for the Repair Management team during 2014 are to continue the integration of cyclical maintenance within the asset strategy and repair operations.
3. This report summarises activity in the period April 2014 – June 2014, and also provides an update on the serving of warrants to gain access for gas servicing.

Cyclical Maintenance 2014

4. The activities aim to reduce response times and to lower call-out charges, and identify high expenditure trends for inclusion in planned maintenance programmes. A number of work plans are in development to address areas of high expenditure identified in previous reviews. Specific work areas commenced during quarter one included:
 - Communal boiler house plant – evaluation of design solutions and enabling works, continuation of contingency plans in consideration with town centre heating scheme.
 - Aids and Adaptations – tender analysis and demobilisation of incumbent contractor.
 - Emergency lighting – development of new processes and asset recording for potential cost saving.
 - Drainage Surveys to multi blocks – development of location data and information logging for repairs reporting efficiency.
 - Condition of underground supplies and services to multi blocks.
 - Water Hygiene Risk Assessments – pilot survey scheme and development of risk matrix to identify highest risk factors.
 - Fire Safety Management – continued assessment and maintenance of fire safety measures.

- Sprinkler Systems – embedding of fire control functionality and activation monitoring and reporting. Annual check due in Q3.
 - Certification Management - weekly automatic uploading of cyclical maintenance records from LES into Northgate.
5. The table included in the appendix to this report summarises the position for compliance monitoring this quarter.
 6. The service continually feeds into the company's Asset Management Strategy via a bespoke referral process to inform the Capital programme, items referred include:
 - Proposed replacement of fire control panels within 2 sheltered housing schemes.
 - Lighting inverter replacement to 9 buildings.
 - Water hygiene risk assessments remedial works, longer term priorities.

Gas Servicing and warrants

7. Performance on gas servicing continues to be an area for improvement. It remains 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.
8. 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.
9. Within this period Mears have passed across 381 properties that have been classed as “no access” and referred to TGHC to commence warrant process.
10. The TGHC Gas Service Manager continues to follow available enforcement actions on behalf of the local authority, compiling a number of pre warrant applications. As a result of this pre-warrant activity the majority of properties were accessed without progressing to full warrant; only 13 warrants were finally served.
11. At the end of the period 99.91% services were reported as completed (4,887), with 16 properties reported as overdue for service. This represents a reduction from year-end 2013/14 when 26 were overdue.
12. Analysis of the notification process continues in a bid to reduce no-access further as we enter the busiest period with the highest volume of services.

Future initiatives

13. Development work for the BARIS computer interface has commenced. LES are coordinating timescales with their consultant provider Total Mobile as part of their annual development schedule. This is a new product development area for them requiring development and consultancy build time for roll out. Implementation for LES is anticipated to commence January 2015.

14. The service is currently scoping the following areas for inclusion in future cyclical maintenance activities:
- Ventilation servicing in multi blocks
 - Programme of planned condition assessment and soil stack renewal.
 - Assessment of ageing mains water supply infrastructure to blocks.
 - Data management of operational and maintenance information.

Links to Values

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

Impact on tenants

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

Risk Management

17. 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

18. 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

19. 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

20. Improved planned maintenance and servicing arrangement are reducing the volume of emergency call outs handled by the service. The service of warrants continues to represent a saving in expenditure.

Recommendation

21. 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, to the end of Quarter 1 2014.

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Summary of Compliance Monitoring Quarter 1

Area	Target	Status	Commentary:
Gas Servicing	18,806 dwellings	18,790	16 properties did not have a valid certificate.
CO Detectors Installed	18,799	18,302	497 properties to be scheduled to receive a detector.
Lifts in Service	2,275 Days	9,610	39 unplanned instances of lifts unavailable. (3hrs 12 mins total)
Drainage Surveys to multi blocks	0 in Qtr	0	25 scheduled for Q3
Legionella Control Works	194	180	2 Buildings closed in this period.
Fire Alarm System Inspections Quarterly	30	30	
Monthly Emergency Lighting Inspections Monthly	186	186	32 Emergency lighting battery checks undertaken.
Wet & Dry Riser Inspections	0 in Qtr	0	Pressure tests due in quarter 3 Visual inspection due in quarter 4
Bin Chute Fire Shutters	25	25	Annual service completed May. No activations this quarter.
Lightning Protection Surveys	25	25	9 out of the 25 failures. Remedial works scheduled to complete by quarter 3.
SE Ducts (Gas)	1	1	Regent Court only.
Commercial Gas Boilers	5	5	