

**Report to Assets, Development and Investment Committee****12 February 2015**

Title: Cyclical Maintenance and Compliance
- End of Third 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 to the end of the third quarter 2014/15, including an update on warrants to gain access for gas servicing.

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.

Cyclical Maintenance 2014/15

3. The activities aim to reduce response times to work requests, lower call-out charges and identify high expenditure trends to inform the developing asset strategy 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 three 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 – appointment of a stair lift maintenance contractor in September 2014. However the contract has subsequently been withdrawn as a result of poor performance and it is the intention that this will be retendered. A temporary arrangement has been put in place.
 - Emergency lighting – development of new processes and asset recording for potential cost saving. Proposed change in working practices to be implemented from 1st April 2015.
 - Fire alarms routine testing. An assessment of competencies has been completed and training provide to multi-storey teams. This will enable weekly routine tests in multi- storey blocks to be carried out by caretakers and will result in annual savings of £40,000.
 - Drainage Surveys to multi-storey blocks– development of location data and information logging will improve repairs reporting efficiency, and right first time attendance. Non- destructive testing to establish condition and level of

corrosion to enable costs to be calculated for possible future investment will commence February 2015.

- An assessment of the condition of underground supplies and services to multi-storey blocks is on-going. Access is high risk and scheduled dependent upon provision of safety measures and trained personnel from Construction Services.
 - Water Hygiene Risk Assessments – pilot survey scheme of domestic assessments and development of risk matrix to identify highest risk factors. Development of the asset database to enable mobile working. Propose to commence assessment of dwellings from April 2015.
 - 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 completed by installers.
 - Certification Management - weekly automatic uploading of cyclical maintenance records from LES into Northgate.
4. The table included in the appendix to this report summarises the position for compliance monitoring this quarter.
5. 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.
6. Following advice from Gateshead Council Corporate Procurement, a temporary arrangement for servicing of stairlifts has been put in place through Stannah. This will be a short term rolling monthly contract until re-tendering of the work can take place.

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 821 properties that have been classed as "no access" and referred to TGHC to commence warrant process.
10. The TGHC Gas Service Manager has continued 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 22 warrants were finally

served. Outstanding services since October have been progressed without formal warrant.

11. New arrangements and approvals for service of warrants are now being investigated with Gateshead Council following the retirement of the incumbent Gas Service Manager with effect from end of January 2015.
12. At the end of the period 99.88% services were reported as completed with 23 properties reported as overdue for service.
13. Analysis of the notification process continues, an action plan for improved access is being developed with Mears.

Future initiatives

14. Development work continues for the BARIS computer interface. Implementation for Construction Services is scheduled to commence March 2015.
15. 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.
 - Development of plan to begin water hygiene risk assessments in domestic properties in April 2015 is on-going

Links to Values

16. The report links to the following Company values: -
 - 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. 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

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, to the end of Quarter 3 2014/15.

Summary of Compliance Monitoring – to end Quarter 3

Area	Target	Status	Commentary:
Gas Servicing	18,898 dwellings	18,875	23 properties did not have a valid certificate.
CO Detectors Installed	18,799	18,302	497 properties scheduled to receive a detector during 2015 servicing.
Lifts in Service	6900 lift days	6807	45 unplanned instances of lifts unavailable. (19 days 23hrs 22 minutes total)
Drainage Surveys to multi blocks	25	7	18 scheduled for Q4 (11 already complete in January)
Legionella Control Works	186	186	1 building closed during this period (Derwentside)
Fire Alarm System Inspections Quarterly	31	31	
Monthly Emergency Lighting Inspections Monthly	188	187	11 Emergency lighting battery checks undertaken.
Wet and Dry Riser Inspections (Multi storey blocks + Angel Court)	26	26	Pressure tests carried out September 2014. 11 blocks failed. Remedial works completed Oct 2015. 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 were assessed as failures, with remedial works completed November 2014.
SE Duct (Gas)	1	1	Common Flue arrangement to Regent Court only.
Commercial Gas Boilers	12	12	
Domestic Electrical Circuit Testing (Houses)	1139	843	