



Report to Asset, Development and Investment Committee

12 February 2015

Title: Window Replacement Programme

Report of Director of Customers and Communities

Purpose of Report

1. To provide the committee with a summary of the proposed fourth year of the single glazed timber window replacement programme.

Background

2. One of the headline schemes in the Housing Capital Programme is window replacement. In 2014 Gateshead Councils Cabinet approved an increase of £500,000 for window replacement work, taking the overall annual budget to £1million.
3. With the continued increased funding, it is anticipated that over 450 properties will benefit from full house window replacement during 2015/16. This will include the installation of high performance energy efficient double glazed windows, with lintel installation or renewal where necessary.
4. Additional window replacements are also being planned as part of the wider capital programme. The replacements will be part of a mixed package of work being delivered to non-traditional property types. These schemes are currently being designed, but will take the total number of whole house renewals to over 600.
5. The programme for window replacement is based on a 'worst first' approach. It is defined as...

"Priority within the programme of replacement works will be given to estates where the window condition is deemed to be poorest. This rational will be based on existing repairs and maintenance trends, age and condition information and individual surveyor experience. Properties where decommissioning has been approved, or specialist improvement work is required will initially be excluded from the programme."

6. Window replacement work will be undertaken by Anglian Windows. Under the management of Gateshead Councils Construction Services (formally LES). Anglian's contract for supplying and fitting windows has been extended for an additional 12 months following high levels of performance and excellent customer satisfaction.

7. Over the last three years almost 1000 homes have seen single glazed windows renewed with high efficiency double glazed windows. Around 3000 homes still have single glazed timber windows, units that were predominately fitted during the 1980's and 90's.
8. 456 properties have been provisionally identified for inclusion in the 2015/16 window replacement programme. These properties are spread across eight estates. The full programme is attached in the Appendix.

Links to Values

9. This proposal links to the following Company values:
 - Being a listening and learning organisation
 - Being honest, accountable and transparent
 - Being customer focused, innovative and professional

Impact on tenants

10. The work to replace windows will positively impact upon tenants. Customers aspire to having double glazed windows and they form part of the perception of a modern home.
11. While double glazed windows offer better thermal qualities than single glazed they do reduce the amount of passive ventilation in the home. If customers do not use the built in trickle vents and suitably ventilate their homes there is an increased risk of condensation.

Risk Management

12. The risk of not having a window replacement programme in place is that as the current timber windows reach the end of their expected life they will pose a threat to the repairs budget through increased repairs and replacement.
13. Properties that do not have double glazed windows may appear less desirable to customers and experience lower demand.

Health Implications

14. Window replacement work will reduce the opportunities for draughts and offer some thermal improvements to homes. This will help reduce the risk of customers suffering heart, stroke, respiratory and cold-related illnesses.

Financial Implications

15. The window replacement programme will be funded through the Housing Capital Programme.

Equality and Diversity Implications

16. There are no equality and diversity implications arising from this report.

Value for Money Implications

17. Adopting a worst first ethos will offer an 'invest to save' approach. Replacing the windows in the worst condition first will reduce the impact on the repairs and maintenance budget.

Environmental Implications

18. The installation of double glazing will offer better insulation and contribute to a reduction in carbon emissions.

Consultation

19. The proposed programme and delivery methodology has been discussed with Gateshead Council and the Portfolio Holder for Housing. Detailed information on the planned replacements will also be shared with Ward Members ahead of information going to tenants.
20. Customers whose homes are included in the work planned for 2015/16 will be contacted during February and March

Recommendations

21. The committee is recommended to note the proposed window programme.

Window Replacement Programme Year 4 2015/16		
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SHERIFF_HILL	DECKHAM, HIGH FELL, WINDY NOOK & WHITEHILLS	81
STONEYGATE Ph 2	FELLING	50
STONEYGATE Ph3	FELLING	46
BARLEY_MOW_NEW	BIRTLEY	41
SHIBDON_BANK_EST	BLAYDON	37
HIGH_SPEN	WINLATON & HIGH SPEN	89
LYNDHURST_UPPER	CHOWDENE, HIGH FELL	20
WELLINGTON_ST_EST	FELLING	45
ACQ_EX_RAILWAY	BLAYDON	47
		456

Completed Window Replacement Schemes		
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Year 3 2014/15		
HALLGARTH_EST Ph3B	BLAYDON, WINLATON & HIGH SPEN	
ELISABETHVILLE	LAMESLEY	
CENTURION_WAY_EST	HIGH FELL	
COACH_ROAD_EST	LOBLEY HILL & BENSAM	
ST JAMES VILLAGE Ph1	BRIDGES, FELLING	
ST_JAMES_VILLAGE Ph 2	BRIDGES, FELLING	
BARLEY_MOW_OLD	BIRTLEY	
RICKGARTH_EST	WINDY NOOK & WHITEHILLS	
SWALWELL	WHICKHAM NORTH	
REDEMARSH_EST	WINDY NOOK & WHITEHILLS	
HIGH_CRAWCROOK	CRAWCROOK & GREENSIDE	
CROOKHILL	RYTON	
BEACON_LOUGH_EAST	HIGH FELL	
SUNDERLAND_ROAD_EST	FELLING	
SOUTH_SHERBURN_EST	CHOPWELL & ROWLANDS GILL	
HARLOW_GREEN	CHOWDENE, LAMESLEY	
COATSWORTH	BRIDGES	
STONEYGATE Ph 1	FELLING	
FALLA_PARK	FELLING	
Year 2 2013/14		
HALLGARTH_EST Ph2	BLAYDON, WINLATON & HIGH SPEN	
FLORENCE_AVENUE_EST	HIGH FELL, LOW FELL	
HEXHAM_OLD_ROAD_EST	RYTON	
HALLGARTH_EST Ph3	BLAYDON, WINLATON & HIGH SPEN	
Year 1 2012/13		
ACQUIRED_LOW_FELL	LOW FELL	
PORTMEADS	BIRTLEY	
WINLATON_MILL	WINLATON & HIGH SPEN	
RACECOURSE Ph1	LOBLEY HILL & BENSAM	
HALLGARTH_EST Ph1	BLAYDON, WINLATON & HIGH SPEN	
DECKHAM_EST	FELLING, DECKHAM	
BLUE_QUARRIES	HIGH FELL	
RACECOURSE Ph2	LOBLEY HILL & BENSAM	