



Assets, Development and Investment Committee

18 June 2015

Title: Cyclical Maintenance and Compliance – End of Fourth 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 during the fourth quarter of 2014-15.

Background

2. Cyclical maintenance covers a wide range of activity including but not limited to gas servicing, water hygiene testing, and specialist electrical work.
3. During 2014-15 the Cyclical Maintenance Team came under the management of the Repairs Service, however moving forward, Cyclical Maintenance will be aligned to the Investment and Development Service. Through aligning cyclical maintenance with planned investment activity, it is expected that there will be an opportunity to achieve efficiencies in delivery and provide a platform for emerging asset strategy priorities to be addressed holistically.
4. This report summarises activity in the period January 2015 - March 2015, and also provides an update on the serving of warrants to gain access for gas servicing.

Cyclical Maintenance 2014-15

5. The activities aim to reduce response times and to lower call-out charges, and identify high expenditure trends, which can be included in in planned maintenance programmes.
6. A number of work plans are in development to address areas of high expenditure identified in previous reviews. Specific work areas commenced during quarter four included:-
 - Communal boiler house plant – evaluation of design solutions and enabling works, exploring contingency plans in consideration with town centre heating scheme.
 - Aids and Adaptations Stairlifts –The temporary arrangement in place through Stannah is continuing until re-tendering can take place. Community Based Services views to be sought prior to the tender process. As an alternative to tendering, a framework agreement through Northern consortium is also now being considered.

- Emergency lighting – development of new processes and asset recording for potential cost saving. Proposed change in working practices to be implemented from Q1 2015. Cost savings to be calculated following monitoring of lamp usage.
 - Fire alarms routine testing- training provided for multi-storey caretakers who began weekly routine tests in multi- storey blocks this quarter. This will result in annual savings of £40,000.
 - Drainage Surveys to multi-storey blocks– Manhole location data has been added to Gateshead Council Geographical Information System (GIS) showing where multi-storey drainage connects to Northumbrian Water drainage. We have also established which stacks connect to each drain in every block. It is proposed to carry out non- destructive testing to establish condition of cast iron drainage to enable costs to be calculated for future investment required.
 - Condition Inspections of underground supplies and services to multi-storey blocks is on- going.
 - Water Hygiene Risk Assessments – survey forms and risk matrix developed to identify highest risk factors for domestic assessments. Water Hygiene risk assessment of dwellings to commence Q1 2015.
 - Fire Safety Management – continued assessment and maintenance of fire safety measures, review of risk assessments is currently being undertaken by consultant working alongside Health and Safety team.
 - Sprinkler Systems – embedding of fire control functionality and activation monitoring and reporting. Annual check completed by installers. Following a leak to Regent Court a forensic engineering investigation report was commissioned and a subsequent programme of re-inspection was carried out.
 - Certification Management - weekly uploading of cyclical maintenance records from Construction Services into Northgate. This will be extended to specialist sub- contractors from next quarter and will continue to improve data management.
7. The table included in the Appendix 1 to this report summarises the position for compliance monitoring this quarter.
8. The service continually feeds into the company’s approach to Investment works via a bespoke referral process to inform the Capital programme. The following referrals have been made in this quarter:
- 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 identified to be brought to a future committee.

Gas Servicing and warrants

9. 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.
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. Within this period Mears have passed across 39 properties that have been classed as “no access” and referred to TGHC to commence warrant process.
12. TGHC 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.
13. At the end of the period 99.75% services were reported as completed with 47 properties reported as overdue for service.
14. No access continues to be analysed by the partnership, initiatives for improved access are being developed by Mears for proposal in first quarter of 2015.

Future initiatives

15. Development work continues for the BARIS computer interface. Implementation for Construction Services, scheduled to commence March 2015, has been slightly delayed. Further update to follow in Q1.
16. 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

17. The report links to the following company values of being:
 - Accountable
 - Open and honest
 - Customer focused
 - Innovative

Impact on tenants

18. Appropriate preventative maintenance enables reductions in failure rates and helps to prevent customer disruption.

Risk Management

19. 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

20. 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

21. 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

22. 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

23. The views of the committee are sought on whether the committee is satisfied with progress on the management of the cyclical maintenance contracts.

Summary of Compliance Monitoring Quarter 4

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 to be scheduled to receive detector aligned to gas servicing visits throughout 2015/16.
Lifts in Service	9125 lift days	9035	43 unplanned instances of lifts unavailable. (29 days 1hrs 25 minutes total)
Drainage Surveys to multi blocks	25	25	All manhole locations added to Council Geographical Information System.
Legionella Control Works	765	761	Reduction in properties in schedule within year.
Fire Alarm System Inspections (Quarterly)	129	117	Reduction in inspections required in period.
Monthly Emergency Lighting Inspections Monthly	724	718	Reduction in inspections required in year.
Quarterly	86	86	Quarterly battery checks
Wet & Dry Riser Inspections	25	25	Visual inspections carried out in Q 4. Pressure tests done in Q2
Bin Chute Fire Shutters	25	25	Annual service of 25 blocks due in Q1. No activations this quarter.
Lightning Protection Surveys	25	25	Annual test- 25 sites done in Q2
SE Ducts (Gas)	1	1	Regent Court only done in Q1
Commercial Gas Boilers	31	31	