



Assets, Development and Investment Committee

4 November 2015

Title: Cyclical Maintenance and Compliance – End of 2nd Quarter 2015/16

Report of Director of Customer and Communities

Purpose of Report

1. To update the committee on cyclical maintenance activities and compliance monitoring in the 1st and 2nd quarter of 2015-16.

Background

2. Cyclical maintenance covers a range of activities including gas servicing, water hygiene testing, and specialist electrical work. Following on from the cyclical and planned maintenance team's management being aligned with the Investment and Development service, the priorities for 2015 are to continue the integration of cyclical maintenance activity with the wider approach to asset management and planned investment, to ensure investment is targeted and value for money is achieved.
3. This report summarises activity in the period April 2015 – September 2015, and also provides an update on the serving of warrants to gain access for gas servicing.

Cyclical Maintenance 2015-16

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 which have been identified in previous reviews. Specific work areas commenced during this period included:-
 - A Service Level Agreement has been developed and implemented with Construction Services to cover the provision of cyclical maintenance and compliance services. The SLA will generate improvements with the scheduling and reporting of works completed and introduces digital certification management. A faster turnaround of reported deficiencies is already evident, the impact on budgets to be closely monitored.
 - Communal boiler house plant – surveys to multi and sheltered schemes have been carried out and orders placed with construction services to install emergency change over points. This contingency measure means that buildings will be ready to receive temporary heat provision in the event of a

main plant failure. Boiler plant renewal is being delivered concurrently through a rolling programme of planned investment.

- Aids and Adaptations Stairlifts - officers have contributed to a cross service working group lead by the Councils Corporate Procurement team to retender servicing and repairs provision for stairlifts. The tender is progressing with a contract start date expected from April 2016.
- Thirteen Group management of properties - a review of cyclical maintenance arrangements and provision of building management documentation for both Sunhill Court and Clavering Court have taken place with the client in preparation for acceptance of handover. We are currently preparing for the handover and management of Clavering Court on behalf of Thirteen.
- Lift Servicing and Maintenance - mobilisation of the new lift maintenance contractor (KONE) commenced in September 2015. During the transition from one contract to another, the team worked to reduce the risk to customers; ensuring transfer of the arrangements from Stannah did not result in any loss of service.
- Water Hygiene risk assessment of dwellings commenced during this period, with Gateshead Council's Design Services commissioned to carry out the work. The programme started in June and is targeting the most at risk customer profile first. Initial findings will be brought to future committee meetings, including details of any remedial action identified.
- Asbestos management - officers have assisted in the scoping and development of a re-tender exercise for the management of asbestos in communal areas. The project is being led by the Councils Corporate Procurement Team as part of a Gateshead led framework that other North East local authorities will be contributing to.
- Modifications to water treatment systems in Barford/Stretford Court have been completed. No further water quality issues have been reported and regular sampling by the Councils Water Management Officer confirm this.
- Emergency Lighting Cost Savings – A review of emergency lighting has identified the need to consider replacement of standard lighting in a number of multi-story flat communal areas. The findings have been shared with Gateshead Council's Energy team to consider energy efficient replacements, and potential sources of external funding to support future investment.
- Linked to above, during this period we have agreed a new procedure with Gateshead Council's Construction Services, whereby renewal of failing lamps are to be undertaken as part of other on-site inspections. Potential savings on repeat visits to be quantified over the remainder of this year.
- Electricity usage in communal blocks. The team has worked extensively with Northern Power Grid to document accurate power usage of unmetered supplies in communal areas. This information will assist in the targeting of areas where high expenditure needs to be addressed with more efficient lighting and control systems.

- Certification Management - specialist subcontractors are beginning to implement measures to provide certification digitally.
 - Assessment of regulation changes to lifts anticipated later in the year. Detail and implications to be provided via specialist consultant as a future update.
5. The table included in the Appendix to this report summarises the position for compliance monitoring this quarter but selected measures detailed below.

Legionella Control

6. In the period 1 April to 30 September 2015, 373 of 375 (99%) water hygiene inspection/ treatments have been completed by Construction Services.

Fire Alarm Systems and Sprinkler System

7. In the period 1 April to 30 September 2015, 48 of 56 (85%) quarterly inspections have been carried out to multi storey blocks and sheltered housing communal areas.
8. 918 of 949 (97%) of weekly fire alarm tests have been carried out to multi storey blocks and sheltered housing communal areas.

Gas Servicing and warrants

9. Performance on gas servicing continues to be both a high risk area for the company and a priority area for continuous 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 the repairs partner, 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 222 properties that have been classed as “no access” and referred to TGHC to commence warrant process.
12. 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 22 warrants were finally served.
13. At the end of the period 99.70% services were reported as completed with 55 properties reported as overdue for service.
14. A proportion of these overdue services are as a result of delays in processing manual paperwork, the Gas Service Manager continues to work with Mears to reduce the timescale of administrative processing at month end.
15. Having subsequently received compliant paperwork, and continued to pursue customers for access, the actual number of appliances that are out of time at the

date of writing this report is 10 with warrants obtained for all of them on 23 October 2015.

16. No access continues to be monitored by the Partnership. Mears have identified a number of themes through their national initiative. The proposals for the Gateshead Partnership will be reported to the committee as a future update.
17. TGHC have worked with Mears to successfully implement automatic notification of changes in client and property information during June. This resulted in an immediate drop in abortive visits to properties where tenancies have changed or ownership had transferred.
18. At the recent Audit committee (14th October 2015) the committee discussed no access around Gas Servicing in depth and requested an update on the cost of no access. This information will be reported to the next round of committees.

Changes in Legislation

19. The Gas Safety in Use Regulations were amended in April 2015 with an implementation date of April 2016 for the changes to take effect. The proposed changes makes reference to how landlords treat appliances deemed at risk, specifically where tenants may have sleeping arrangements in close proximity to gas appliances.
20. Existing arrangements allow for the monitoring of appliances that are classed as 'Not To Current Standards'. Under the new changes this is no longer an option and these appliances may have to be isolated if appropriate safety devices are not fitted.
21. We are assessing the impact of these changes both operationally and from a budget perspective. We are also consulting with other housing providers in readiness for April 2016 when the enforcement of the regulations takes effect.

Links to Values

22. The report links to the following company values of being:
 - Accountable
 - Customer focused
 - Open and Honest

Impact on Customers

23. Appropriate preventative maintenance enables reductions in failure rates and response times, which minimises disruption and maintains services for customers.

Risk Management

24. 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

25. Appropriate cyclical maintenance brings positive health implications, for example for vulnerable customers through the enhanced warranty and servicing provision for aids and adaptations.
26. A robust maintenance approach to areas such as gas safety, water hygiene and electrical testing maintains essential services for customers and mitigates against health risks through unplanned disruption.

Financial Implications

27. 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

28. 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.
29. Through ongoing alignment with planned investment, the approach will result in fewer responsive repairs which will reduce expenditure by tackling repairs and renewals in a more cost effective way.

Recommendation

30. The views of the committee are sought on whether the committee is satisfied with progress on the management of the cyclical maintenance, to the end of Quarter 2 2015.

Summary of Compliance Monitoring Quarter 2

Area	Target	Status	Commentary:
Gas Servicing	18,171 dwellings	18,116	55 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	4575 lift days	4484	91 unplanned instances of lifts unavailable. (33 equivalent days total)
Drainage Surveys to multi blocks	25	0	Surveys scheduled for Q4.
Legionella Control Works	375	373	2 cancelled jobs. Wrekenton AHO and West Park closed. Initial orders not removed from Construction Services Programme
Fire Alarm System Inspections (Quarterly) (Bi Annual)	22 28	48	
Monthly Emergency Lighting Inspections (Monthly) (Quarterly)	359 49	349 49	quarterly battery checks
Wet & Dry Riser Inspections	25	0	Tests scheduled for November 2015.
Bin Chute Fire Shutters	25	25	Annual service of 25 blocks done in Q1. No activations this quarter.
Lightning Protection Surveys	25	0	Delayed certification from Construction Services for works completed in Q2.
SE Ducts (Gas)	1	1	(Regent Court) done in Q1
Commercial Gas Boilers	14	14	