

Agenda Item 16

Housing Review Board

4 March 2010

AG



Repairs Performance monitoring report and Safety checks and Servicing of Gas Appliances

Summary

This report sets out details of our performance in relation to routine or responsive repairs undertaken to Council homes and the Safety Checks and Servicing of Gas Appliances.

The report provides detailed information for the period April 2009 – December 2009 and February 2009 – December 2009.

This report provides information on the number of repairs reported and undertaken, the speed, cost and quality of service, tenant satisfaction levels and gives data on performance.

Recommendation

That the performance on repairs to Council homes and the Safety Checks and Servicing of Gas Appliances set out in the report is noted.

a) Reasons for Recommendation

To inform the Board about the performance of the Housing and Social Inclusion Service and our contractors in relation to repairs to Council tenants homes, and the Safety Checks and Servicing of Gas appliances. This performance monitoring activity is one of the main functions of the Housing Review Board.

b) Alternative Options

To receive less detailed reports, or reports covering different aspects of the repairs and maintenance process.

c) Risk Considerations

Poor performance in this area of work indicates a failure of the landlord to meet its statutory duty and obligations under the tenancy agreement.

d) Policy and Budgetary Considerations

These are as set out in the report.

e) Date for Review of Decision

Quarterly performance reports have been scheduled.

1 Introduction

- 1.1 Maintaining tenant's homes and ensuring that annual Gas Safety checks are undertaken to all Council owned gas appliances are two of our core housing management activities and as a consequence we monitor these aspects of our work and our contractor's performance regularly.

- 1.2 We have targets for repairs and assess tenant satisfaction in relation to the works undertaken.
- 1.3 Our repairs budgets are set annually as part of the Housing Revenue Account and in 2009/2010 we have allowed £1,108,820 for what we call responsive or day to day repairs, and £303,000 for Safety Checks and Servicing of Gas Appliances.

2. Response Maintenance

- 2.1 The Board may recall from earlier reports that we have three categories of urgent repairs and two further categories for normal non-urgent works:

“I”	Immediate	–	with a prescribed period of 1 day.
“E”	Emergency	–	with a prescribed period of 3 days
“U”	Urgent	–	with a prescribed period of 7 days.
“P”	Priority	–	with a prescribed period of 3 weeks.
“N”	Normal	–	with a prescribed period of 6 weeks

This year we have set a target of 97% for completing works within these time scales.

- 2.3 The following table shows the number of orders issued during the period between 1st April – 31 December 2009.

	I	%	E	%	U	%	P	N	TOTAL
Connaught	882	(27)	423	(13)	836	(25)	631	515	3287
Skinner	793	(27)	391	(13)	804	(27)	646	314	2948
Harvey	526	(67)	62	(8)	107	(14)	72	19	786
Pratt	1229	(69)	87	(5)	180	(10)	192	86	1774
TOTAL	3430		963		1927		1541	934	8795

It can be seen that of 8795 orders issued, 6320 (72%) were considered to be urgent “I”, “E” and “U”.

- 2.4 The following table shows the average cost of repair works broken down by contractor and type of job categorised by timescale for the work. This is based on orders paid during the period 1st April – 31st December 2009.

2008/09		Connaught	Skinner	Harvey	Pratt	Total
Orders/cost	1 day					
Immediate (I)	No. Orders	718	783	477	1169	3147
	Paid amount	£46984	£42221	£29272	£86530	£205007
	Average cost	£65.44	£58.92	£61.37	£74.02	£65.14
Urgent (E) & (U)	3 days and up to 7 days					
	No. Orders	913	1022	137	241	2313
	Paid amount	£64193	£92196	£15531	£26939	£198859
	Average cost	£70.31	£90.21	£113.36	£111.78	£85.97
Non Urgent (P) & (N)	3 to 6 weeks					
	No. Orders	623	712	38	225	1598
	Paid amount	£114468	£145691	£4399	£37557	£302115
	Average cost	£183.74	£204.62	£115.15	£166.92	£189.06
Overall average 7058 jobs at a cost of £705981 = £100.03						7058 £705981

- 2.5 The tables in **annex 1** show our performance for the period 1st April – 31st December 2009.

- 2.6 The first bar chart shows the Local Performance Indicator L50: for category “I”, “E” and “U” orders.

Line 1 shows the rolling performance for the period 1st April 2009 – 31st December 2009.

Line 2 shows the performance for November 2009.

Line 3 shows the performance for October 2009.

The chart indicates that all the contractors appear to be having problems in maintaining a consistent level of performance and have not met the target level of 97%.

We provide monthly figures to the contractors in order that they monitor their own performance.

From the customer’s side we are not aware of any problems with regard to emergency works not being undertaken within the prescribed period.

It may suggest that there is an administration problem in how the contractors provide the information to the Council and how the Council’s system collates and reports the results.

We are currently working with the contractors to address this problem.

- 2.7 The remaining 4 bar charts show the information recorded from the Tenants Satisfaction Surveys returned for category “U”, “P” and “N” orders for each of our contractors.

Standard of Work

All the contractors appear to be providing completed work to a satisfactory standard.

Time Waiting

The length of time the customer waits for the work to be undertaken appears to be satisfactory.

Advised when calling

Progress is being made in trying to ensure that contractors advise customers when they are calling to undertake works. Also the need to keep customers informed if they are going to be late or cancel an appointment.

Completed in one visit

Steady progress being achieved in trying to ensure when it is possible that information to the operative is given in order that they may complete a job in one visit.

3. Annual Gas Safety Check and Servicing of Gas Appliances

- 3.1 Within our housing stock we have 3098 dwellings with a total of 3371 gas appliances.

- 3.2 We have a legal responsibility to ensure that all Council owned gas appliances receive an annual Gas Safety check. This check forms a major part of the annual servicing programme of all gas appliances.

- 3.3 In order to meet our legal obligations we have introduced an 11 month rolling programme. This means that an appliance serviced in January 2010, will be programmed for its next service in December 2010.
-

By adopting this approach we anticipate that only those dwellings where it has been very difficult to gain access will remain inside of the 12 month period.

- 3.4 Last year the 11 month rolling programme commenced on 1st February 2009 and was due to be completed on 31st December 2009.

At end of January (12 month period) only 5 dwellings remained to have the Gas Safety checks undertaken. This was due to those tenants failing to provide access to their homes. Therefore the percentage completed within the legal time constraints was 99.74%

- 3.5 Our Gas servicing contractor Westway Heating Limited has been employed by the Council for in excess of 10 years.

They not only undertake the Gas Safety checks and servicing, but provide a 24 hour emergency response service for all breakdowns.

Between 1st April 2009 and 31st December 2009 they dealt with over 1200 category "I" (1 day) repair calls.

- 3.6 In order to monitor the performance of the Servicing Contract, Customer Satisfaction Survey forms were sent out to 50% of our tenants. We had a response rate of 35%.

The table in **annex 2** shows the response for the servicing programme from 1st February 2009 to 31st December 2009.

Satisfaction with Westway and its operatives is very high, with all but 3 of the responses in excess of the 97% target.

The areas of work where the target was not met were as follows:

- (i) Was ID shown? a number of tenants commented that they already knew the Engineer.
- (ii) Did you need to make an appointment with the contractor. Approximately 500 tenants found it necessary to make an appointment.
- (iii) Did the contractor keep the appointment, 92% of all appointments were kept.

Legal Implications

There are no legal implications requiring comment.

Financial Implications

The financial implications are included in the report.

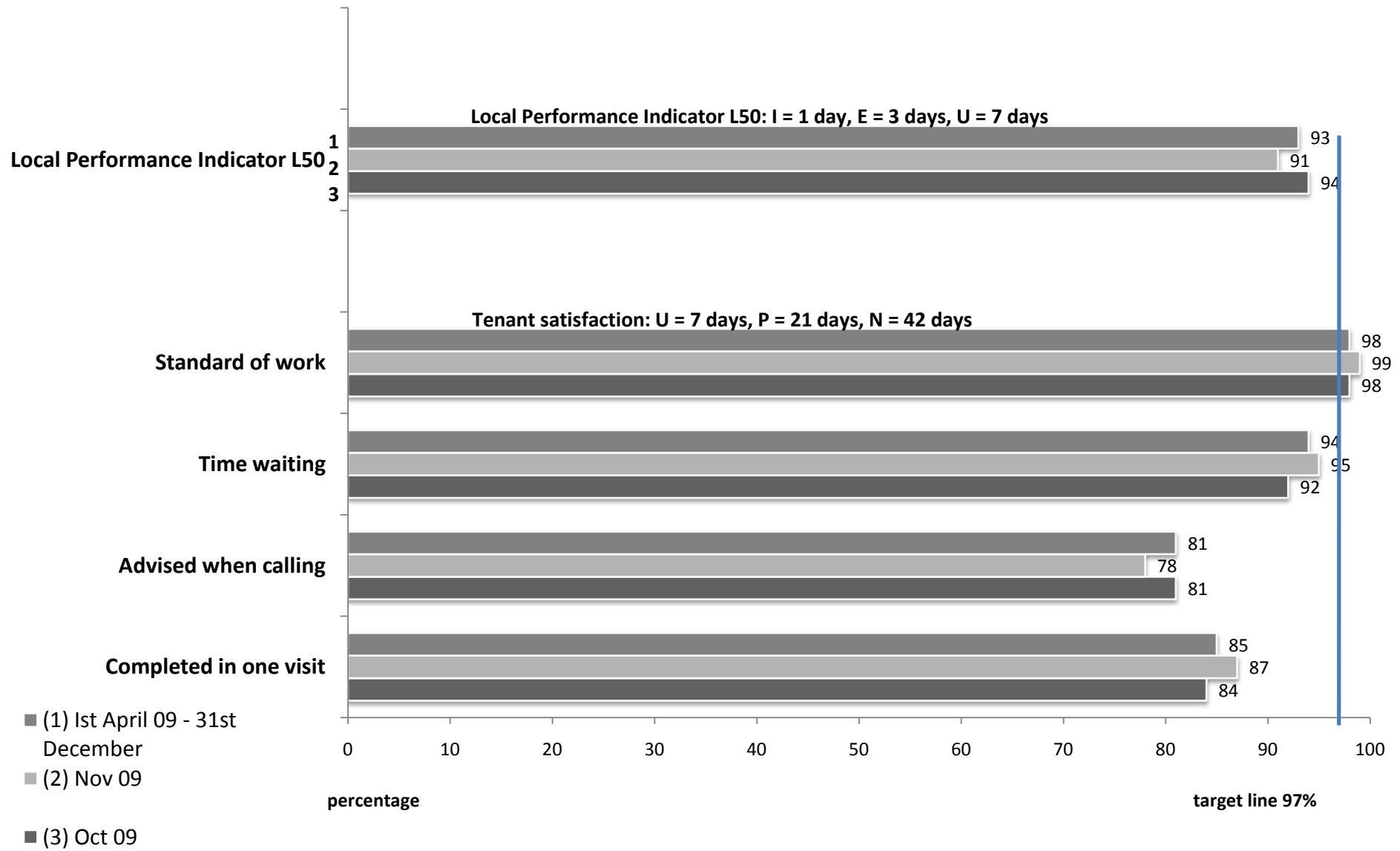
Consultation on Reports to the Executive

None.

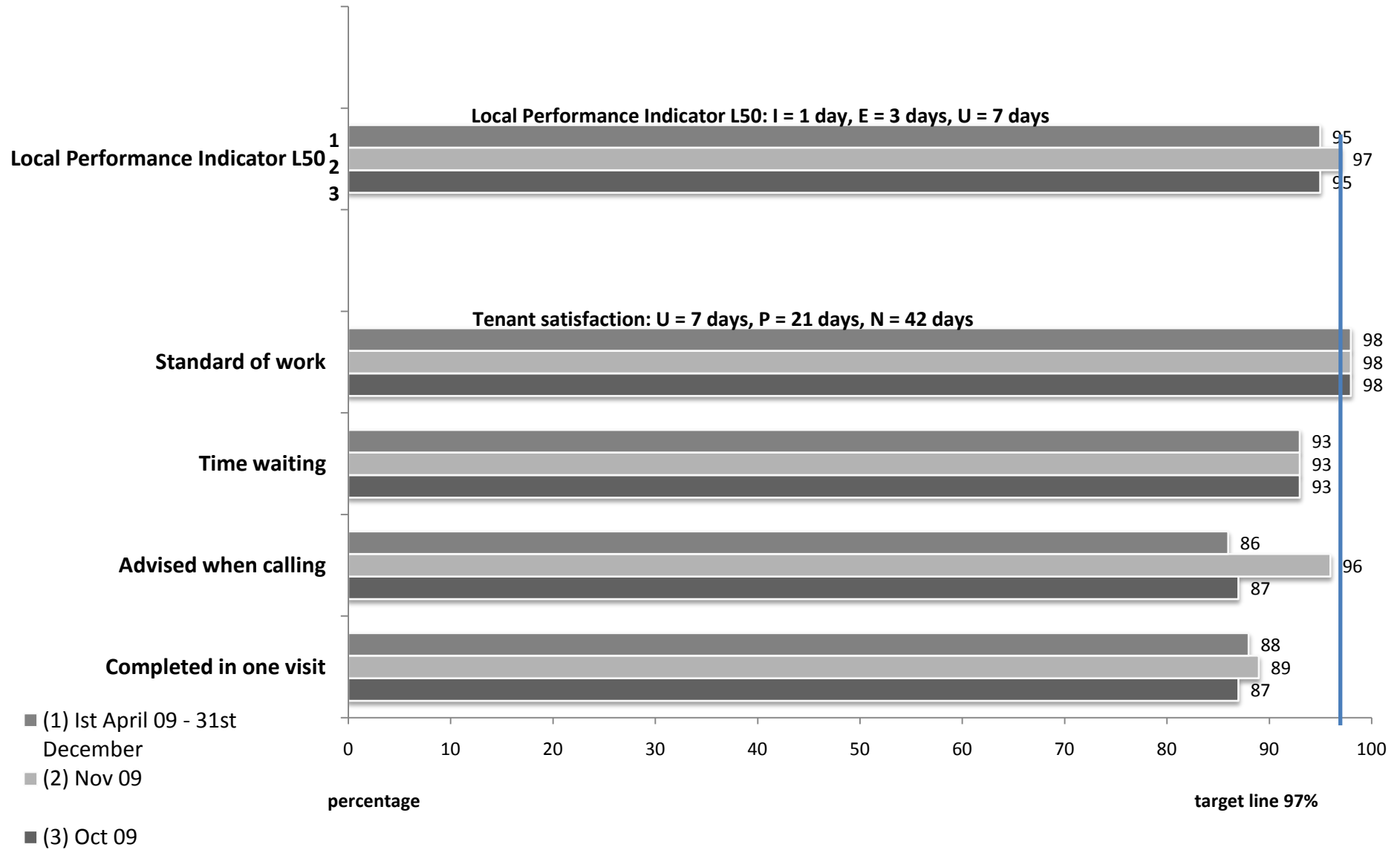
Background Papers

- None.

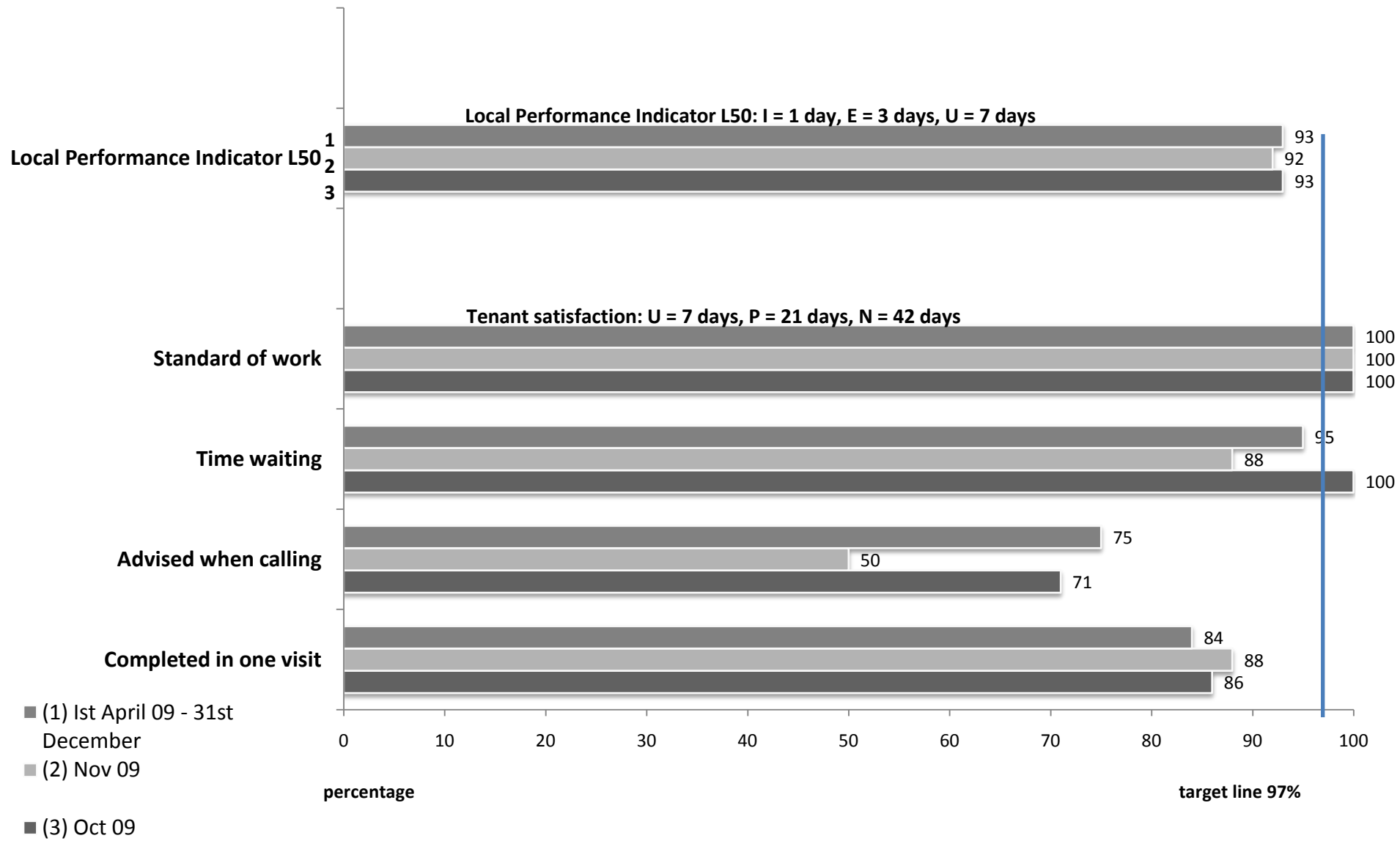
All contractors (Connaught, Skinners, Harvey, Pratt) 2009-10 (DECEMBER)



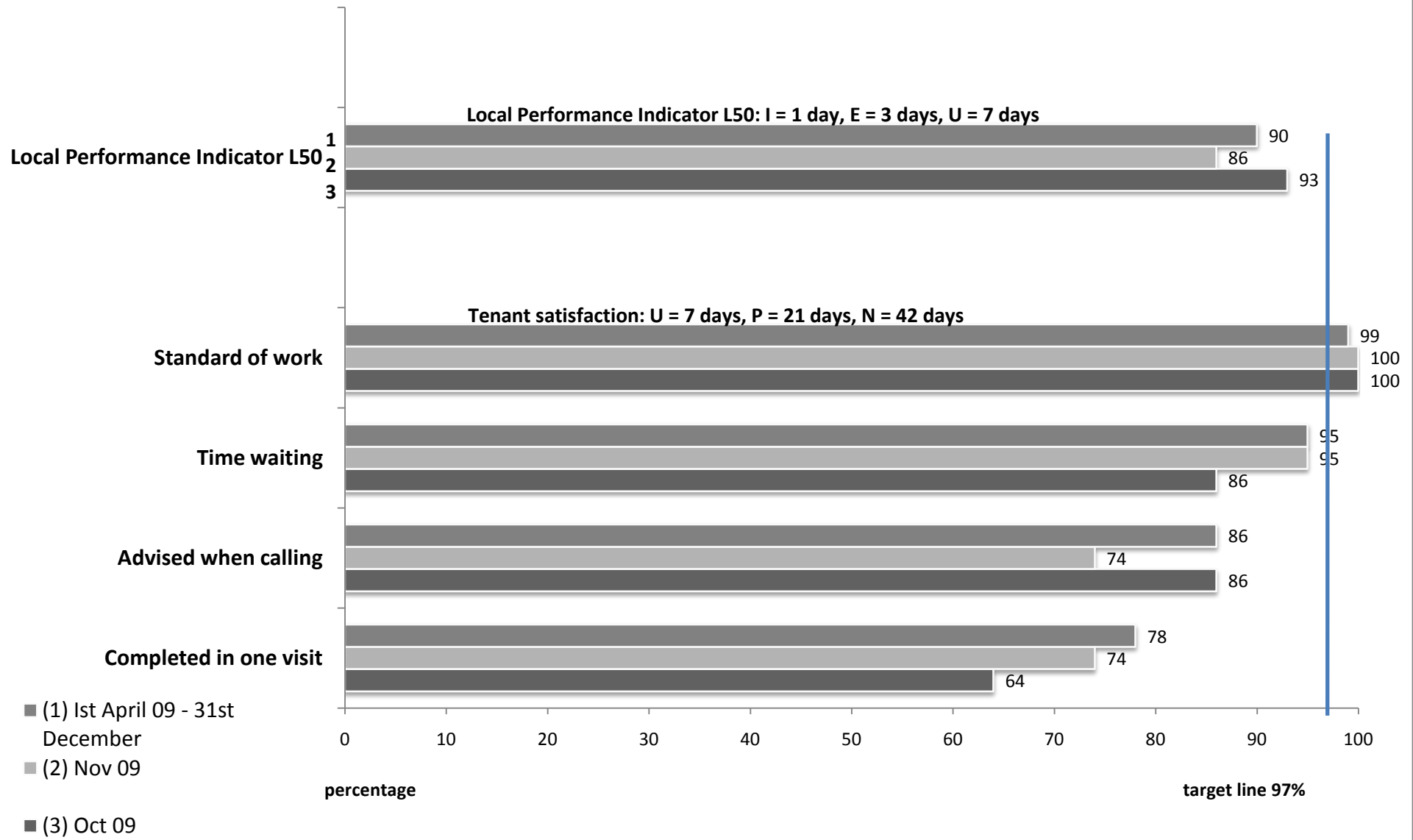
Connaught 2009-10 (DECEMBER)



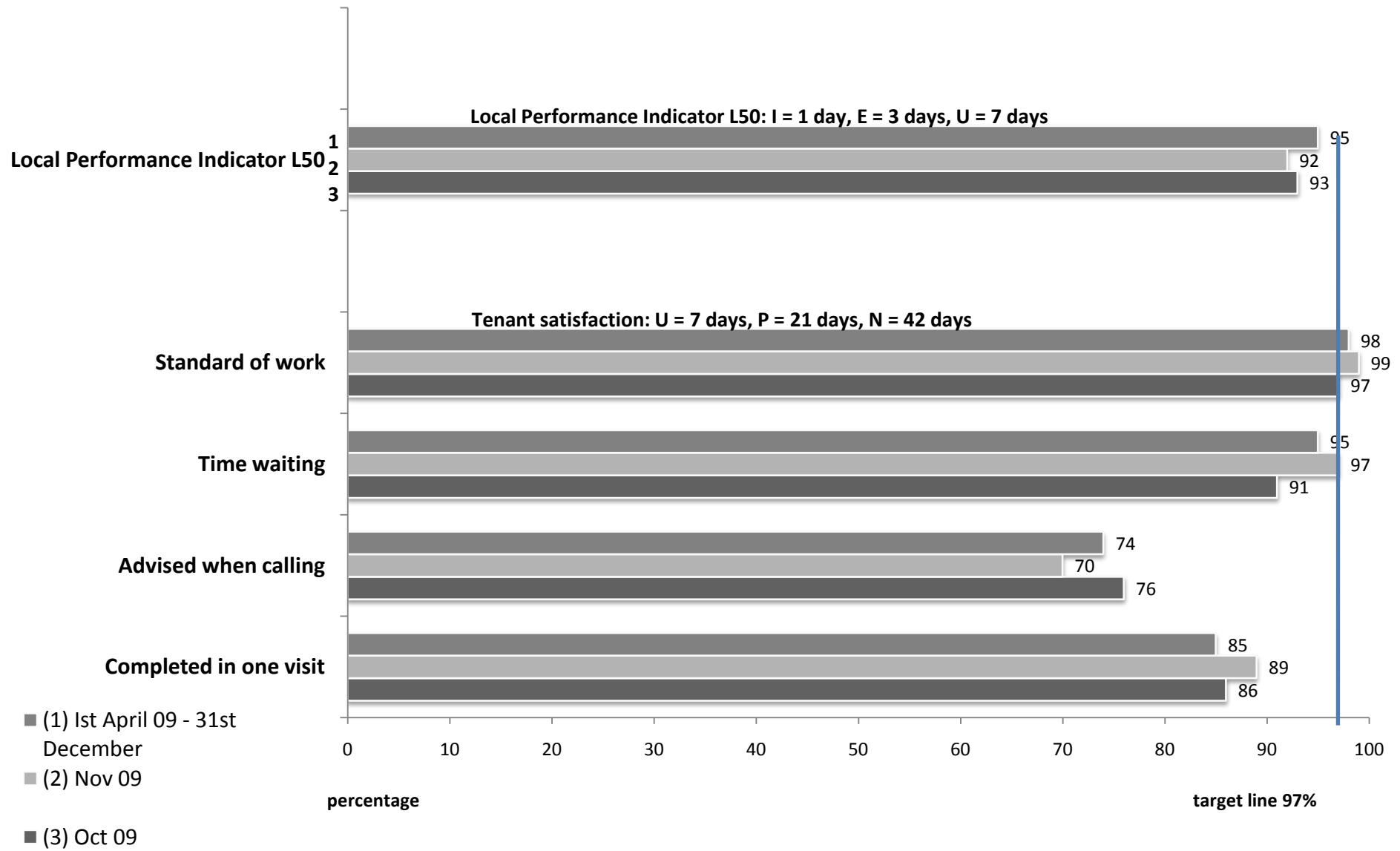
Harvey 209-10 (DECEMBER)



Pratt 209-10 (DECEMBER)



Skidders 2009-10 (DECEMBER)



Gas safety satisfaction survey Nov 2009 - Dec 2009 (WESTWAYS)

