



Appendix D: Member Briefing June 2011

Schemes on site

▲ Sheltered Warden Call and main entrance door replacements at 8 schemes throughout Harrow (details available upon request)

▲ Lift renewal **have now been completed on:**

- ▲ Boothman House
- ▲ Cornell House
- ▲ Tapley Court
- ▲ Durrant Court

▲ External Decorations on site at Kings Road, The Bungalows, Stiven Crescent, Stuart Ave, Masefield Ave, Alexander Ave. and blocks at Stuart Ave and Masefield Ave.

Schemes in preparation

▲ Lift renewal for:
Belmont Lodge
Goddard Court
Edwinware Court

Here we are currently evaluating Pre Qualification Questionnaires from potential contractors.

▲ Kitchens and bathrooms we are currently preparing tender documentation.

▲ Kingsfield Estate Block Environmental Improvements and Headstone Lane Environmental Improvements **will start on site on end of July**

▲ Heating – Electric night storage

▲ Structural works at:

1. Bancroft
2. Dickson Fold
3. Whittlesea

▲ Francis Road windows, doors and cladding

▲ Health and safety programme

▲ Door entry upgrade

▲ Enveloping programme

▲ Gas heating:

1. Boiler replacements
2. Partial heating upgrades
3. Heating installations

▲ Voids – long term:

1. Moorhouse Road
2. Stiven Crescent
3. John Lamb Court

May 2011 - Key statistics – Responsive Repairs

▲ 100% Out of Hours- Target 100% - (April 100%)

▲ 92%Emergency/Urgent – Target 98% - (April 93%)

▲ 98% Non-Urgent - Target 97% (April 97%)

▲ 6.7 Days to Key to Key – Voids Target 10 days (April 7.5 days)

▲ 17 Voids Received and Completed (April 20 voids)

▲ 99.5% Gas Servicing – Target 100% (April 99.4%)

▲ 1542 Orders Raised – Anticipated 1500 (April 1129)

▲ £116 Average Order Value Target £102 (amended)

▲ 100% compliance to estate walkabout repairs

Capital Programme 2011 - 2012

The following properties have been validated on this year's programme. Addresses will be available on Web site shortly

Validated	
Element	Number of Properties
Kitchens	114
Bathrooms	84
Electric storage heaters	46
Doors	71
Windows	53
Roofs	45
concrete repairs	36
Lifts (3 Sheltered blocks)	93
Rewires	19
Total	561

The back boilers and partial heating programme is currently being validated and expected to be completed mid July.

Contract renewal

- Assessments of Kier contract are being completed and views of residents gathered about what works well and what could be improved.
- Workshops commenced with focus group to devise future requirements from any repairs and maintenance contracts
- A contractors open meeting held on 23rd June to invite comment from potential contractors large and small as to how they could respond to Harrow's needs. Particular emphasis is being placed on giving local business and employment opportunities to compete.
- Report on options to be made to Sept Cabinet

News

- Interviews for the Head of Asset Management are scheduled for the 13th July
- Since the last briefing, 2 Project Support Officers and the Data Analyst have started work within the Asset Management team
- Shortlisting has commenced for the vacant Maintenance Surveyor post, and the 2 vacant Housing Surveyor posts.
- An internal advert has been circulated looking to appoint a Building Services Engineer for a period of 6 months
- Representatives from Sheltered Schemes continue to express satisfaction in the repairs service.

For more information on any of the articles in this briefing, please contact Paul O'Callaghan on 020 8424 1717 (ext 2717), or at paul.ocallaghan@harrow.gov.uk