

**REPORT FOR: TENANTS'
LEASEHOLDERS' and
RESIDENTS'
CONSULTATIVE FORUM**

Date of Meeting: 10th May 2012

Subject: INFORMATION REPORT – Asset Management Update

Responsible Officer: Lynne Pennington – Divisional Director of Housing Services

Exempt: No

Enclosures: Yes

- Draft Fencing Plan
- The Repairs Charter

Section 1 – Summary

This report sets out to update the forum on progress made in the Asset Management Team on the repairs procurement exercise, client side restructure, Milmans Close, the repairs charter, performance and the draft future investment plans.

For Information

Section 2 – Report

Procurement update

2.1

In March 2012 the Cabinet approved the awarding of the response repairs contracts to the following contractors:

- Harrow East – Linbrook Services Limited
- Harrow Central – Slade (London) Limited
- Harrow West – Linbrook Services Limited

In April 2012 the Cabinet awarded the 3 star gas maintenance contracts to the following contractors:

- Harrow Rented Housing – Quality Heating Systems Limited
- Harrow Corporate / Communal / Sheltered – T Brown Group Limited.

Both the new contracts will come in to place from the 1st July 2012. Detailed mobilisation plans have been put in to place to ensure the effective transfer of the service from the current supplier to the new suppliers, which may allow for the new contractors to start partial service delivery during June.

2.2

A small group of tenants, leaseholders and residents have played a key role in the customer service and service quality aspects of the contractor selection process.

2.3

The procurement of the framework contracts to deliver the planned investment works, such as kitchen and bathroom renewals is underway and it is planned to submit the contract award proposals to the Cabinet in July 2012.

Client Side update

2.4

As previously reported to the TLRCF with the change of contractors the council is required to strengthen the client side so we can carryout a number of functions currently done by Kier Services and to better manage the contracts, which customers have told us is a priority.

2.5

The AMT team is to grow from 27 to 34 roles and the new structure has been agreed and staff consulted. However the process has been delayed as agreement could not be reached with one of the unions over the job evaluation process and the council's change management process requires an appeal session to be organised. This will take place at the end of April and a verbal update on progress will be given at the meeting.

Milmans Close

2.6

At the TLRCF meeting in February 2012 a number of issues were raised concerning the above scheme in relation to leaseholder charges and completed works, especially concerning gutter clearance and tree management. It was agreed the Head of Asset Management would investigate the issues, meet residents on site and report back to the May 2012 meeting. The site meeting took place on the 9th March 2012.

2.7

The issues raised at the site meeting included:

- The trees at the rear are council owned, need pruning and when the leaves block the gutters and downspouts the leaseholders are charged for the cost of removing.
- There a number of loose waste pipes outside number 38
- The rear balconies do not allow access to the gardens
- Residents are concerned at the power usage on the scheme
- Front gardens were never reinstated after path works
- The steps to the front are not safe

2.8

In response to this inspection the following has been agreed:

- Resources have been made available to treat / prune the trees, however they are on land managed by the Parks Department and permissions have been sought from them to complete the work.
- An order has been raised to replace and fix the waste pipes
- The rear balconies will be address in the 12/13 capital investment programme
- A review of power usage has been ordered.
- The front garden areas will be tidied and either turf or astro turf laid
- The steps at the front will be reassessed as part of the 12/13 capital works.

A verbal update on progress will be given at the meeting.

The Repairs Charter

2.9

The TLRCF have previously been consulted on the proposed Repairs Charter which subject to Cabinet approval on the 17th May 2012 will be implemented when the new contracts come in to operation on the 1st July 2012.

2.10

Following the wide consultation a number of changes have been made to improve the charter and a copy of the final version is attached to this report for information.

Performance

2.11

Response Repairs

The performance scorecard for Asset Management shows at the end of February 2012 that the overall satisfaction with works carried out in their homes was 89% and above the 88% target.

The number of repairs complete on the first visit was 80.03% against a target of 82% and the number of job recalls had reduced from 15.45% to 10.63%, but still above the target of 5%

2.12

Gas Safety

Health and Safety of the council's tenants is a top priority and gas safety is a key element of this obligation. The council has a target of 100% of all properties with a gas supply to have a current gas safe certificate (CP 12). At the end of March 2012 99.42% had the required certificate. 23 properties have not had a certificate for longer than a month and were actively being pursued via the no access policy.

Future Investment Plans

2.13

Fencing

Enclosed with the report is a draft fencing renewal plan for 12/13. This is a new programme and £100,000 has been set aside for the works. The data held on fencing condition is lacking in some aspects and therefore the programme has been built up based on previous surveys and feedback from Housing Officers and Inspectors. The programme is split in to two phases with Phase 1 being the main priority for the year. Phase 2 is a back up list which might be completed if the budget allows or any Phase 1 scheme does not go ahead following validations / consultation.

2.14

Capital Investment Plans 12/13

It was hoped to bring the draft 12/13 Capital Investments plan to the TLRCF in this report. However this has not proved possible due to the accounting changes to the Housing Revenue Account. In previous years any under spend would be carried forward in to the following year, however the borrowing limit has prevented this from happening and until the exact year end position is clarified and the budget availability agreed the programme cannot be formulated.

A verbal update will be given at the meeting.

Financial Implications

3.1

The report has highlighted the following financial implications:

- The procurement of the new repairs and gas contracts and the AMT restructure, which have cabinet and project board approval
- The repairs charter will mean greater investment in the council's stock which will be funded via reduced costs of the new contracts and extra resources made available following HRA reform
- 12/13 investment plans have been produced within the guidelines given for the annual budget

Equalities implications

4.1

Equality Impact Assessments have been carried out for the repairs procurement and the Asset Management Team restructure.

Corporate Priorities

5.1

Please identify which corporate priority the report incorporates and how:

- Keeping neighbourhoods clean, green and safe: The repairs charter and the new repairs contracts
- United and involved communities: A council that listens and leads: Tenants, Leaseholders and Residents being part of the new contractor selection. Response to the issues at Milmans Close
- Supporting and protecting people who are most in need: The repairs charter
- Supporting our town centre, our local shopping centres and businesses: Appointment of local contractors and use of local suppliers for parts.

Section 3 - Statutory Officer Clearance

Name: Roger Hampson	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 25 April 2012		

Section 4 - Contact Details and Background Papers

**Contact: Derek Stewart – Head of Asset Management
0208 424 1075 or 07919 697637**

Background Papers: none