



TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

4 September 2018

Subject Heading:

Housing Repairs and Gas Safety Checks

SLT Lead:

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Policy context:

The policy context is associated with the Council's statutory duties associated with landlord responsibilities.

Financial summary:

There are no significant financial implications associated with this report, which is for information only

The subject matter of this report deals with the following Council Objectives

Communities making Havering
Places making Havering
Opportunities making Havering
Connections making Havering

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SUMMARY

The purpose of this report is to provide the committee with an update on the provision of responsive repairs and carrying out gas safety checks to Council owned and managed housing stock.

RECOMMENDATIONS

That members note the contents of this report.

REPORT DETAIL

As part of its statutory duties as a landlord the Council is required to undertake responsive repairs to its properties. This includes those associated with gas appliances and heating systems.

Following a procurement exercise, in accordance with the Public Contract legislation, in 2014 a five year contract was awarded to the Breyer Group. This contract is on a fixed price basis, subject to inflation uplift. Repairs deemed “out of scope” are priced and agreed in accordance with a pre priced schedule of rates.

Due to the specialist nature of the service in 2018, two specialist providers were appointed to provide responsive repairs and planned servicing to gas appliances and heating installations. The appointed contractors are K&T Heating for domestic installations and BSW Ltd for communal (commercial) installations. The payment structure is for payment on completion of each service or repair request.

Key Issues with Responsive Repairs

Performance associated with completing repairs on time has been a significant challenge. The Contractual KPI target is 95% Repairs Completed On Time and this has been consistently missed as reported. One of the main causes of dissatisfaction in terms of those who complain about the service is the delay in carrying out works in accordance with the correct timescales

Breyer acknowledge and accept that “Repairs Completed On Time” is one of their primary failures and although we have developed action plans they have been working to for some considerable time to resolve this issue, no significant improvements have been made and no sustainable solution has been put forward by Breyer to definitively resolve this matter.

This means that the level of customer service our residents experience is lower than we consider acceptable. The Repairs Team have to manage the consequences of this service on a daily basis and have to explain to customers why their order is not being completed within the correct timescale.

During the duration of the contract several contractual corrective actions have been taken, to which there has been a positive response. However sustainability of performance remains an issue.

The contract is approaching its end date and officers are reviewing a range of different alternatives with service quality, customer satisfaction and sustainability being at the centre of new service specification.

Key Issues with Gas Servicing

The new contracts commenced in the early part of the year with a handover of outstanding works and servicing schedules being a major part of this mobilisation.

In the later stages of the previous contract the incumbent contractors, who were unsuccessful in bidding, did not provide the resources required to meet the specification compliantly..

The contractor providing the domestic installations service has not made a satisfactory start to service provision. A contributing factor has been the availability of Gas Safe qualified engineers to maintain the previous servicing programme. This has led to K&T undertaking a change in personnel. There have also been instances where customer care has fallen below the required standards.

Performance issues have been addressed through contract supervision meetings and the corrective actions in place are beginning to deliver better quality.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications as a result of this report which is for information only.

The control frameworks in place associated with contract performance are strictly adhered to.

Legal implications and risks:

There are no legal implications as a result of noting this report.

Members should note that the Gas Safety (Installation and Use) Regulations 1998 govern the Council's actions associated with gas safety management. It is understood that the requirements for a review programme on the anniversary of the safety check and a robust system for gaining access are in place.

Human Resources implications and risks:

There are no HR implications as a result of this report.

Equalities implications and risks:

An Equalities Assessment (EA) is not required associated with this report.