

**TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY
COMMITTEE
11 July 2019**

Subject Heading:

**Housing Repairs and Gas Safety
Checks – Topic Group Update**

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 the undertaking of 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 gas 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

The current contract with Breyer expired in March 2019 and approval was obtained to extend the contract for a further two years, until March 2021, to enable re-procurement.

There continue to be issues with Breyer achieving the repairs completed on time KPI (95%) despite efforts from officers from both sides, although an improvement plan, regular performance meetings and more robust contract management is seeing higher figures reported. (Separate report)

It is worth noting that, although this figure (95%) has eluded Breyer, we are reporting 92.48% for June against 82.22% for April and 88.94% for May, which is a clear sign of improvement.

It is also worth noting that, although Breyer have not met the KPI of “repairs completed within target”, they have consistently exceeded the “Right First Time” target of 85% by at least 10% and continue to do so.

Breyer have employed extra operatives and moved supervisory staff in a bid to become more efficient and are committed to the service for Havering residents.

We have opened dialogue with consultants and are looking to appoint one to assist in the procurement of a new Responsive Repairs contract for April 2021.

Key Issues with Gas Servicing

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

Our term contractor, K&T Heating, has made measured improvements and is currently recording 99.97% for domestic gas servicing and 95.99% for repairs completed in time

However, the same cannot be said for BSW Ltd, who are being replaced by Stonegrove on 1st August 2019 due to their inability to service the contract sufficiently.

Stonegrove are already servicing 3 sheltered schemes. Early indications are positive.