



**Havering**  
LONDON BOROUGH

**TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY  
SUB-COMMITTEE  
25 February 2020**

**Subject Heading:**

**Housing Repairs and Gas Safety  
Checks**

**SLT Lead:**

Patrick Odling-Smee Director of Housing

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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. Following on from the initial report from July 2019

## 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 Price Per Property basis, and 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. BSW were changed to Stonegrove in August due to performance issues. 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 have been major improvements in Breyer’s performance and more robust contract management, an often visited improvement plan and a shift in attitude from both client and contractor side has seen Breyer achieve their main KPI target of 95% of jobs completed on time in November and each month since. This KPI was at 82% at the beginning of the financial year. A swing of 13% in 6 months is testament to the work being done on both sides



It is worth noting that although this figure, (95%) eluded Breyer for much of the contract, 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. Their improvement has seen them be awarded extra works to assist Havering with their new Fire Safety works and a refurbishment program in the hostels.

A consultant has been appointed and we are currently looking to procure new contracts beginning 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 have made measured improvements and are currently recording 99.97% for domestic gas servicing and 97.38% for repairs completed in time

Stonegrove are currently 100% compliant and are working well and bringing innovative solutions to our sheltered schemes

## **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 systems 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.

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.