COMMITTEE:	TENANTS ADVISORY GROUP
DATE:	23 JULY 2002
SUBJECT:	PROGRAMMED WORKS REPORT
REPORT OF:	ALAN CARTER, PROPERTY SERVICES MANAGER
Ward(s):	ALL
Purpose:	To update the Advisory group on the progress of the works comprising Capital Improvements and Planned Maintenance Programmes
Contact:	Alan Carter, Property Services Manager, Telephone 01323 415948 or internally on extension 5948.
Recommendations:	That Tenants Advisory Group Note the content of this report.
	That Tenants Advisory Group feedback their thoughts for amendment or alteration to the Report.
1.0	Background/Introduction
1.1	The Council allocates annual budgets to provide for major repairs, improvements and the Planned Maintenance of it's housing stock.
1.2	The overall budget for 2002 is in excess of £2.5m with an additional £1.8m of commitments carried forward from 2001.
1.3	This report sets out to highlight the major areas of work undertaken within the Housing Investment Capital programme together with details of the work planned for 2002.

1.4	This report also sets out to ask members of the group for feedback on how they would like the format of the report to develop to ensure that it is providing the most relevant and appropriate information.
2.0	2002/03
2.1	DISABLED ADAPTATIONS
	Budget: £200,000
	Committed: £110,000
	Programme: continual programme
	Supervising Officer: David Sibley (Temporary) (tel 5399)
	Contractor: SERCO/various specialist contractors
	This programme provides for adaptations to individual properties including stair-lifts, level access showers and ramps. The works are undertaken on recommendations of the Occupational Therapy team at ESCC.
2.2	uPVC WINDOW REPLACEMENT CONTRACT
	Budget: £1,260,000 (incl 2001 commitments)
	Programme: anticipated start on site 9 th September,
	completion February 2003
	Supervising Officer: Bryan Beard (Temporary) (tel 5911)
	Contracts for the four phases are currently out to tender, Phases 1 & 2 due back 24 th July and Phases 3 & 4 due 5 th August.

2.3	HEET CONTRACT (Heating and Energy Efficiency Treatment)	
	Budget: £253,000 (incl 2001 commitments)	
	Programme: Phase 1 due to commence of 15 th July	n
	Supervising Officer: John Metcalfe (Temporary) tel 5911)
	Works comprise the installation of gas central heating or improvements to existing heating systems together with energy saving measures. Specialist consultants are carrying out a rolling programme of surveys to identify the measures necessary to enable the council to meet the Government's Decent Homes guidelines for energy efficient homes and exploring additional funding sources. Phases 2 and 3 are currently out to tender.	r l
2.4	KABI (Kitchens & Bathrooms Improvements)	
	Budget: £269,000 (incl 2001 commitments)	
	Spend £167,500	
	Programme: continual programme	
	Supervising Officer David Sibley (Temporary) (tel 5399))
	Contractor: SERCO	
	The programme is compiled from a waiting list of isolated older properties, which have not previously been modernised. Some installations occur when properties are empty to comply with Decent Homes standards. The programme of works has continued through from 2001 with no break in continuity. We are currently analysing results from a Customer Satisfaction survey to identify any specific areas for improvement.	

2.5	REROOFING
	Budget: £276,000 (incl 2001 commitments)
	Spend: £ 60,000
	Supervising Officer: Ken Phillips (tel 5319)
	A programme of works has been prepared for 2002, comprising:
	Flat roofs: tenders have been returned for Kinross Court (order to be placed), tender documents are being prepared for Sutherland Court and Renfrew Court Pitched roofs: Works are underway at Croft Court; tenders have been returned for one isolated dwalling.
	tenders have been returned for one isolated dwelling requiring re-roofing
2.6	REPLUMBING OF RETIREMENT BLOCKS
	Budget: £280,000 (incl 2001 commitments)
	Supervising Officer: John Metcalfe (Temporary) tel 5911
	Consultants: Archer Associates
	Replumbing works generally comprise replacement of hot and cold-water services, renewal of cold-water storage tanks and installation of thermostatic radiator valves. Works to Stirling Court are now complete and works to Archery Court have commenced. A part of this budget will be allocated to works associated with the Gwent Court conversion project

2.7	BOILER REPLACEME COURTS	ENT TO RETIREMENT
	Budget: commitments)	£235,000 (incl 2001
	Supervising Officer: tel 5911	John Metcalfe (Temporary)
	Consultants:	Archer Associates
	Works currently commit	ted:
	part of this budget will be	Archery Court, underway. A e allocated to works at Court conversion project
2.8	EXTENSIONS	
	Budget: commitments)	£189,000 (incl 2001
	Supervising Officer (tel 5399)	David Sibley (Temporary)
	Consultants:	BLB
	Works remain to be comproperties carried out und Detailed designs are bein extensions to provide discarried out within the 200	der the 2001 programme. ag prepared for three abled facilities and to be

RETIREMENT HOUSING HARD TO LET

Budget £710,000 (incl 2001

commitments)

works due to commence on 5 Programme: th August, with completion 20th January 2003.

Supervising Officer: Bryan Beard (Temporary)

(tel 5911)

Contractor: Walter Llewelyn & Sons

This scheme comprises the conversion of Gwent Court from 27 bed-sit units into 12 one-bed and 2 two-bed flats complying with "Lifetime Homes", "Extra care" and **Decent Homes** standards. As a part of the works the lift will be up-graded and the windows and boilers will be replaced.

2.10 RETIREMENT ACCESS

Budget: £422,000

Spend: £ 97,000

Supervising Officer David Sibley (Temporary)

(tel 5399)

Consultants: **BLB**

Works to install a lift and communal level access showers at Archery Court are due for completion on 12 th July. These works were originally due for completion mid June - the delay being brought about by the specialist lift supplier.

Work has already commenced on the continuation of "minor" works to make Retirement Courts more accessible including communal level access showers, entrance ramps etc. Further work is going on to develop an additional programme of "minor" works.

Our consultants have submitted a report to establish the feasibility of lift installations at the Retirement blocks currently without such facilities. A full "Access Audit" has also been implemented to identify works necessary to ensure compliance with the Disability Discrimination Act and current Best Practice. From analysis of these two pieces of work, and by consultation with tenants, a programme of further lift installations will be prepared.

2.9

2.11	HARDSTANDINGS
	Budget: £50,000
	No. provided: 18
	Supervising Officer: John Metcalfe (Temporary) tel 5911
	Consultants: Highways Dept
	An initial programme for 2002 has been passed to Highways to ensure that works are progressed as early as possible.
2.12	ENIVIRONMENTAL IMPROVEMENTS
	Budget: £50,000
	Contact: Nick Rosewell
	Schemes are being identified for inclusion in the programme. These will be identified from resident requests or from suggestions from Housing Officers or Street Wardens. They will then be consulted on. These include:
	Proposed Parking improvements 88-104 Crawley Crescent. Cost £14,000. This is currently being consulted on with residents and ward councillors
	Resurfacing of parking areas Wayford Close /Pensford Drive. Cost £6,000
	Other schemes being considered are improvements to car parking in Holly Place
	· Further street lighting in Willingdon Trees
	Improvements to communal gardens at Buckingham Court.
	Resurfacing of drying area at Elizabeth/Edinburgh Courts
	· Improvements to bin areas at Argyll Court
	Landscaping improvements as identified by residents

2.13 NORTH LANGNEY AREA IMPROVEMENTS Budget: £50,000 Contact: Nick Rosewell As with Willingdon Trees last year, North Langney has been allocated £50,000 for environmental improvements. There will be consultation with the community and the Community Forum to identify priorities. Already, some schemes have been identified by residents: Landscaping and street lighting improvements in Ranworth Close Landscaping improvements in Burwash Close Extra street lighting in Wroxham Close/ Brading Close alleyways 2.14 SAFER HOMES SCHEME Budget: £30,000 Contact: Nick Rosewell The Safer Homes scheme is to be used for: Individual improvements to tenants home security (locks; chains; spy holes etc). The security of empty properties will be identified at the time of inspection and additional work carried out. Intruder sensor lighting either for individual properties or blocks of flats Improvements to security of blocks of flats (A pilot scheme is being considered involving special keys that cannot be re-cut without authority and are electronically tagged). Communal lighting improvements Gating of un-adopted alleys (Areas identified so far are Binsted Close; Meadowlands Avenue/Chelworth Road) Temporary installation of Lifeline units for tenants suffering harassment

FIRE PRECAUTIONS
Budget £150,000 (incl 2001 commitments)
Supervising Officer: Bryan Beard (Temporary) (tel 5911)
Tender documents are currently being completed in-house for the upgrading of Limerick Court to comply with Section 72 of Building Regulations with regard to Fire Precautions and Means of Escape. Following the completion of these works a programme will be developed to carry out similar works to other blocks.
Revenue Programmed Works
PRE PAINT REPAIRS & EXTERNAL PAINTING
Budget: £256,000
No. properties: 902
Supervising Officer: James Flight (Temporary) (tel 5317)
Contractors: Colours Decorating/Ian Williams Ltd
This year we have combined the Pre-Paint & External painting contracts forming the 5-year cyclical programme.
<u>Customer</u>
Satisfaction/Performance
<u>Targets</u>
Satisfaction Surveys
In addition to collating and recording the responses obtained through returned questionnaires we carry out random sampling of completed jobs. The feedback that we receive from tenants is reviewed directly with contractors on a monthly basis.

4.2	We have, over the past twelve months, targeted additional resources at the Post Inspection of completed works to raise the quality of works and the standard of service provided.
4.3	Performance against targets – comparisons with previous years: 2002/03 2001/02
	2000/01
	Government set targets 97% 92% 92%
	Local set targets 95% 89% 83%
	Satisfaction 99% 97% 94%
4.4	Jobs completed on time:
	To date 2002/03 2001/02
	Number % on time Number % on time
	Total/Average 4,126 95% 23,697 89%
4.5	Satisfaction Survey Sample:
	2001/02 2000/01
	Number %returned Number % returned
	Total/Average 2,348 8.8% 1,114 4.8%
5.0	Consultations

5.1	Consultation with tenants is a key part of ensuring that the schemes of work carried out are both appropriate and successful. It is hoped that feedback in response to this report will help to identify additional ways of expanding on the existing consultation mechanisms.
6.0	<u>Implications</u>
6.1	HUMAN RESOURCE
	Details of the resources required to carry out the programmes of work are identified above with reference to each programme.
6.2	FINANCIAL
	Funding for the programmes, together with the resources to facilitate them, will be met from within the budgets allocated.
6.3	ENVIRONMENTAL, YOUTH and ANTI-POVERTY
	The works identified are all aimed at providing homes that will meet the needs of sustainable communities and therefore the implications are far-reaching and positive.
7.0	Conclusions
7.1	That Tenants Advisory Group note the content of this report
7.2	That Tenants Advisory Group feedback their thoughts for amendment or alteration to the Report.
Alan Carter	
Property Services Manager	

Background Papers:	
The Background Papers used in compiling this report w	ere as follows:
There are none.	
To inspect or obtain copies of background papers pleas	e refer to the contact officer listed above.
TAG\apc\July 2002	
	<u> </u>