

COMMITTEE:	TENANTS ADVISORY GROUP
DATE:	15 OCTOBER 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	<u>Background/Introduction</u>
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	<u>2002/03</u>
2.1	<p>DISABLED ADAPTATIONS</p> <p>Budget: £200,000</p> <p>Programme: continual programme</p> <p>Supervising Officer: David Sibley (Temporary) (tel 5399)</p> <p>Contractor: SERCO/various specialist contractors</p> <p>This programme provides for adaptations to individual properties including stair-lifts, level access showers and ramps. A programme of works is developed in response to the recommendations of the Occupational Therapy team at ESCC. Discussions are underway to identify whether the Occupational Therapists are able to provide longer-term solutions to reduce the current piecemeal approach to adaptations to cater for progressive disabilities.</p>

2.2	<p>uPVC WINDOW REPLACEMENT CONTRACT</p> <p>Budget: £1,260,000 (incl 2001 commitments)</p> <p>Programme: anticipated start on site 14th October, completion February 2003</p> <p>Supervising Officer: Bryan Beard (Temporary) (tel 5911)</p> <p>Phases 1 & 2 are currently being surveyed for manufacture with a revised anticipated start on site 14th October (originally 9th September). This delay has been brought about by the current workload of our consultants. The tender Reports for Phases 3 & 4 are due on 4th October. All works are still expected to be complete by the end of February 2003.</p>
2.3	<p>HEET CONTRACT (Heating and Energy Efficiency Treatment)</p> <p>Budget: £253,000 (incl 2001 commitments)</p> <p>Programme: see details below</p> <p>Supervising Officer: John Metcalfe (Temporary) tel 5918</p> <p>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.</p> <p>Phases 1 – 4 are currently underway; these works were let to Verrall & Parks and 24 out of 57 properties have been completed. Phases 3 & 4 are behind programme however, staffing levels have been increased and we are assured that completion within the original contract period will be achieved.</p> <p>Phase 5 (10 properties) has been awarded to BSW and is currently on programme.</p> <p>Phase 6 is awaiting Tender Report. Phase 7 is currently out to tender. Phase 8 is currently being prepared for tender.</p>

2.4	<p>KABI (Kitchens & Bathrooms Improvements)</p> <p>Budget: £269,000 (incl 2001 commitments)</p> <p>Committed: £234,000</p> <p>Programme: continual programme</p> <p>Supervising Officer (tel 5399) David Sibley (Temporary)</p> <p>Contractor: SERCO</p> <p>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. A full programme of works for the financial year has been agreed.</p>
2.5	<p>REROOFING</p> <p>Budget: £276,000 (incl 2001 commitments)</p> <p>Committed: £146,000</p> <p>Supervising Officer: Ken Phillips (tel 5319)</p> <p>A programme of works has been prepared for 2002, comprising:</p> <p>Flat roofs</p> <p>Kinross Court: commence on site end October 2002; awarded to Breyer Group</p> <p>Waterford Court: currently tendering; anticipated commencement January 2003</p> <p>Sutherland Court: in the process of evaluating contractors for select tendering list</p> <p>Renfrew Court: identifying appropriate method of procuring these works</p> <p>Pitched roofs</p> <p>Croft Court: complete</p> <p>Individual isolated dwellings requiring re-roofing: a number of schemes are progressing</p>

2.6	<p>REPLUMBING OF RETIREMENT BLOCKS</p> <p>Budget: £280,000 (incl 2001 commitments)</p> <p>Supervising Officer: John Metcalfe (Temporary) tel 5918</p> <p>Consultants: Archer Associates</p> <p>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. Works to Archery Court are due for completion on 11th October, the contract having been extended for 6 weeks for a number of technical reasons and to enable the contractor to alter the programme of work to minimise inconvenience to the residents. A part of this budget will be allocated to works associated with the Gwent Court conversion project</p>
2.7	<p>BOILER REPLACEMENT TO RETIREMENT COURTS</p> <p>Budget: £235,000 (incl 2001 commitments)</p> <p>Supervising Officer: John Metcalfe (Temporary) tel 5918</p> <p>Consultants: Archer Associates</p> <p>Works currently committed:</p> <p>Stirling Court, complete. The new boilers to Archery Court have been installed and are operational with official completion/hand-over due on 11th October to tie in with the completion of the re-plumbing, item 2.6 above. A part of this budget will be allocated to works associated with the Gwent Court conversion project</p>

2.8	<p>EXTENSIONS</p> <p>Budget: £189,000 (incl 2001 commitments)</p> <p>Supervising Officer David Sibley (Temporary) (tel 5399)</p> <p>Consultants: BLB</p> <p>Tenders have been returned for three extensions to provide disabled facilities. It is anticipated that works should commence on site towards the end of October with completion in January 2003.</p>
2.9	<p>RETIREMENT HOUSING HARD TO LET</p> <p>Budget £710,000 (incl 2001 commitments)</p> <p>Programme: works commenced on 5th August, with completion 20th January 2003.</p> <p>Supervising Officer: Bryan Beard (Temporary) (tel 5911)</p> <p>Contractor: Walter Llewelyn & Sons</p> <p>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. These works are currently on target for completion by the original target date.</p>
2.10	<p>RETIREMENT ACCESS</p> <p>Budget: £422,000</p> <p>Spend: £ 97,000</p> <p>Supervising Officer David Sibley (Temporary) (tel 5399)</p> <p>Consultants: BLB</p> <p>There have been a number of delays to the works to install the lift and communal level access showers at Archery Court (originally due for completion mid June). Allowance was made for a break between these works being completed and the commencement of the re-plumbing works however, due to the overrun, the re-plumbing commenced whilst the lift contractors were still on site. We have valuable lessons to learn from the programming of these works.</p> <p>Work has commenced on the continuation of “minor”</p>

2.11	<p>HARDSTANDINGS</p> <p>Budget: £50,000</p> <p>No. provided: 17 - 22</p> <p>Supervising Officer: John Metcalfe (Temporary) tel 5918</p> <p>Consultants: Highways Dept</p> <p>A programme of 22 hardstandings (17 agreed and 5 “provisional” locations) is being prepared for tender by 18th October.</p>
2.12	<p>ENVIRONMENTAL IMPROVEMENTS</p> <p>Budget: £50,000</p> <p>Contact: Nick Rosewell</p> <p>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:</p> <ul style="list-style-type: none"> · 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	<p>NORTH LANGNEY AREA IMPROVEMENTS</p> <p>Budget: £50,000</p> <p>Contact: Nick Rosewell</p> <p>As with Willingdon Trees last year, North Langney has been allocated £50,000 for environmental improvements.</p> <p>There will be consultation with the community and the Community Forum to identify priorities.</p> <p>Already, some schemes have been identified by residents:</p> <ul style="list-style-type: none"> · Landscaping and street lighting improvements in Ranworth Close · Landscaping improvements in Burwash Close <p>Extra street lighting in Wroxham Close/ Brading Close alleyways</p>
2.14	<p>SAFER HOMES SCHEME</p> <p>Budget: £30,000</p> <p>Contact: Nick Rosewell</p> <p>The Safer Homes scheme is to be used for:</p> <ul style="list-style-type: none"> · 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

2.15	<p>FIRE PRECAUTIONS</p> <p>Budget £150,000 (incl 2001 commitments)</p> <p>Limerick Court commencement 30th September, anticipated completion 13th December 2002.</p> <p>Supervising Officer: Bryan Beard (Temporary) (tel 5911)</p> <p>Works have been ordered to Limerick Court, to comply with British Standard fire precaution in design, construction and use of buildings and Codes of Practice for residential buildings to BS 5588: Part 1: 1990. Following the completion of these works a programme will be developed to carry out similar works to other blocks.</p>
3.0	<p><u>Revenue Programmed Works</u></p>
3.1	<p><u>PRE PAINT REPAIRS & EXTERNAL PAINTING</u></p> <p>Budget: £256,000</p> <p>No. properties: 902</p> <p>Supervising Officer: James Flight (Temporary) (tel 5317)</p> <p>Contractors: Colours Decorating/Ian Williams Ltd</p> <p>This year we have combined the Pre-Paint & External painting contracts forming the 5-year cyclical programme.</p>
4.0	<p><u>Customer Satisfaction/Performance Targets</u></p>

4.1	<p>Satisfaction Surveys</p> <p>In addition to collating and recording the responses obtained through returned questionnaires we carry out random telephone sampling of completed jobs. We are continually exploring initiatives to increase the proportion of surveys completed and returned and would welcome any ideas from the group that may assist us in this matter. The feedback that we receive from tenants is reviewed directly with contractors on a monthly basis.</p>																																	
4.2	<p>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.</p>																																	
4.3	<p>Performance against targets – comparisons with previous years:</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="width: 35%; text-align: center;">2002/03</td> <td style="width: 35%; text-align: center;">2001/02</td> </tr> <tr> <td style="text-align: center;">2000/01</td> <td></td> <td></td> </tr> <tr> <td colspan="3" style="text-align: center;">Government set targets</td> </tr> <tr> <td></td> <td style="text-align: center;">97%</td> <td style="text-align: center;">92%</td> </tr> <tr> <td></td> <td style="text-align: center;">92%</td> <td></td> </tr> <tr> <td colspan="3" style="text-align: center;">Local set targets</td> </tr> <tr> <td></td> <td style="text-align: center;">94%</td> <td></td> </tr> <tr> <td style="text-align: center;">89%</td> <td style="text-align: center;">83%</td> <td></td> </tr> <tr> <td colspan="3" style="text-align: center;">Satisfaction</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">98%</td> </tr> <tr> <td style="text-align: center;">97%</td> <td style="text-align: center;">94%</td> <td></td> </tr> </table>		2002/03	2001/02	2000/01			Government set targets				97%	92%		92%		Local set targets				94%		89%	83%		Satisfaction					98%	97%	94%	
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5.0	<u>Consultations</u>															
5.1	<p>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.</p>															
6.0	<u>Implications</u>															
6.1	<p>HUMAN RESOURCE</p> <p>Details of the resources required to carry out the programmes of work are identified above with reference to each programme.</p>															
6.2	<p>FINANCIAL</p> <p>Funding for the programmes, together with the resources to facilitate them, will be met from within the budgets allocated.</p>															
6.3	<p>ENVIRONMENTAL, YOUTH and ANTI-POVERTY</p> <p>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.</p>															

7.0	<u>Conclusions</u>
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 were as follows: There are none. To inspect or obtain copies of background papers please refer to the contact officer listed above.	
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