

Kettering

Borough Council

Asset Management Report

We're five months into the financial year and the Housing Property Services Team have made significant progress on a number of fronts. Homes For The Future continues to progress in Desborough, with the final phase of the project due to be approved later this month, the annual capital programme is starting to reach various locations across the borough, and exciting new schemes such as our sheltered housing internal refurbishment "Sparkle" project and scooter park development roll out further enhancing our offering to customers.

As always, there has been a great deal of activity behind the scenes, with the team working with Legal and Finance colleagues in making a significant contribution to the Council's new procurement procedures, as well as continuing to trial an online repairs facility with our Customer Service Centre, which, if successful will give customers another option in respect of reporting repairs to the Council.

There is lots going on, and hopefully our new look forum report will give you a good representation of the value that the Housing Property Services Team continue to bring to customers across the borough.

As always, thank you for your continued support.

Enjoy!

Your Housing Property Services Team



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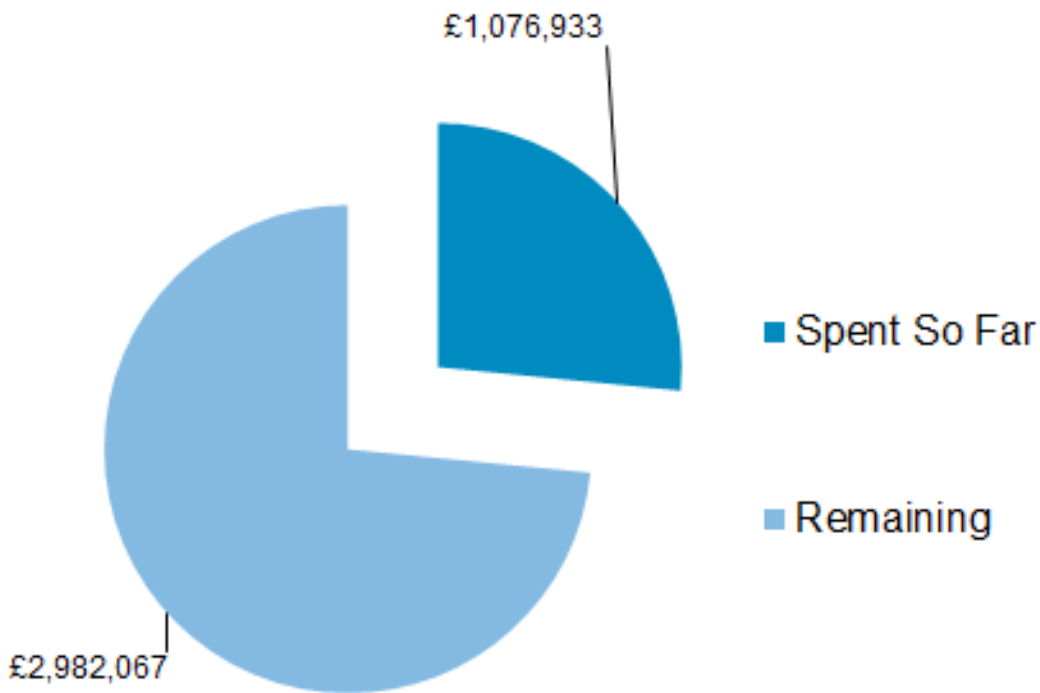
September 2015



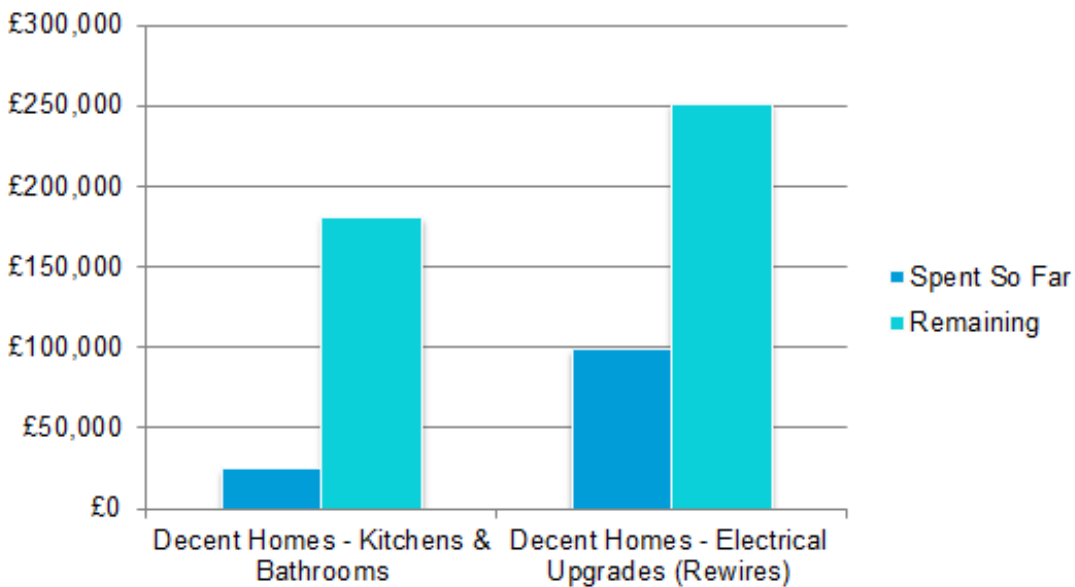
Financial Update

Please find the financial budget vs expenditure position for the Council's Capital Programme, up to the end of July 2015.

Budget 2015/16

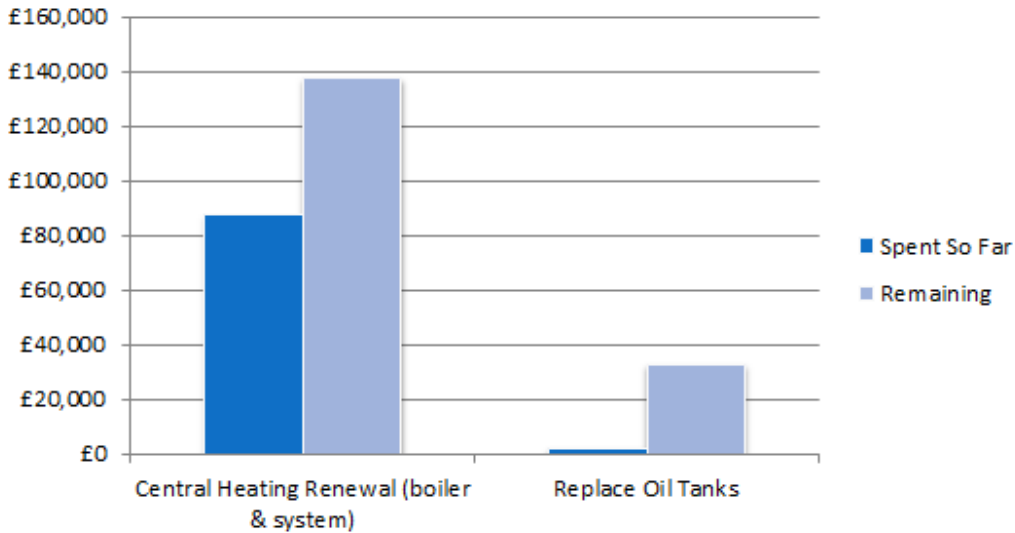


Kitchens, Bathrooms & Electrical Upgrades

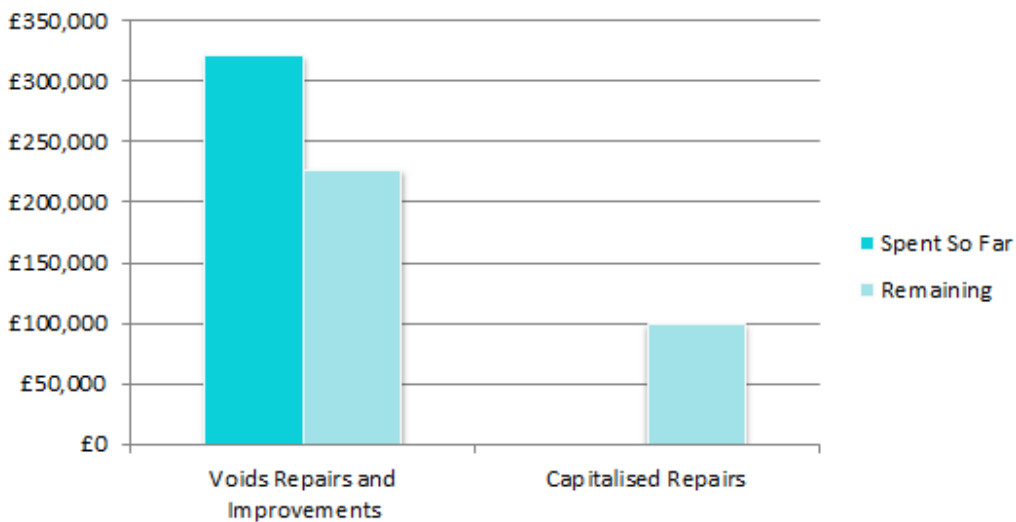


Financial Update

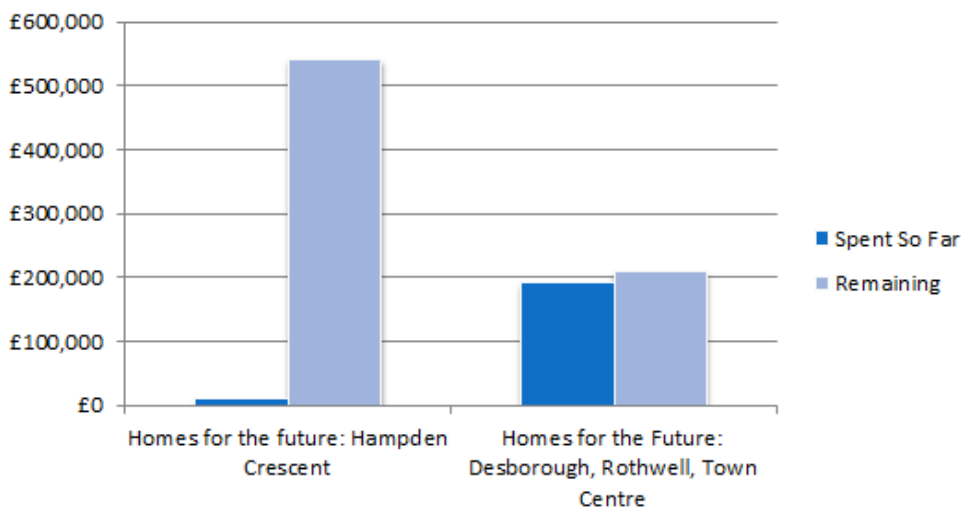
Central Heating & Oil Tanks



Voids & Repairs

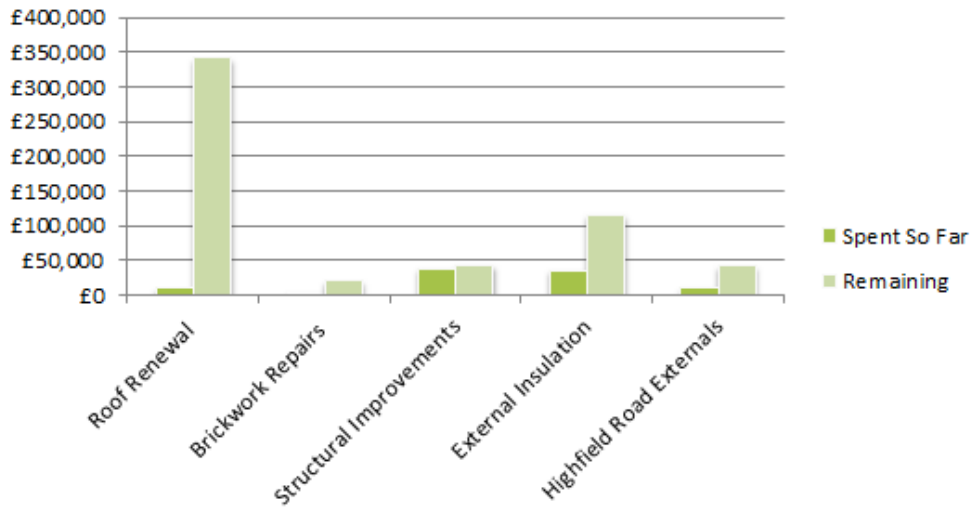


Homes For The Future

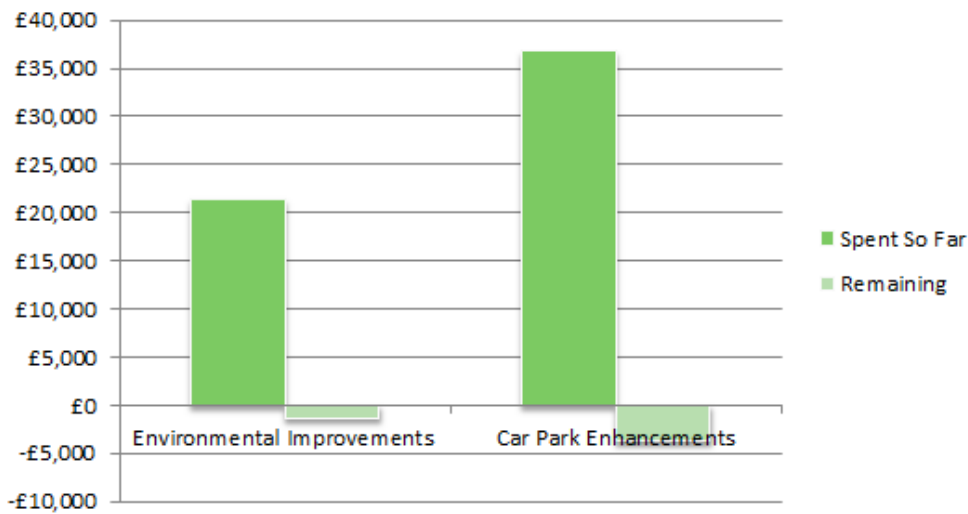


Financial Update

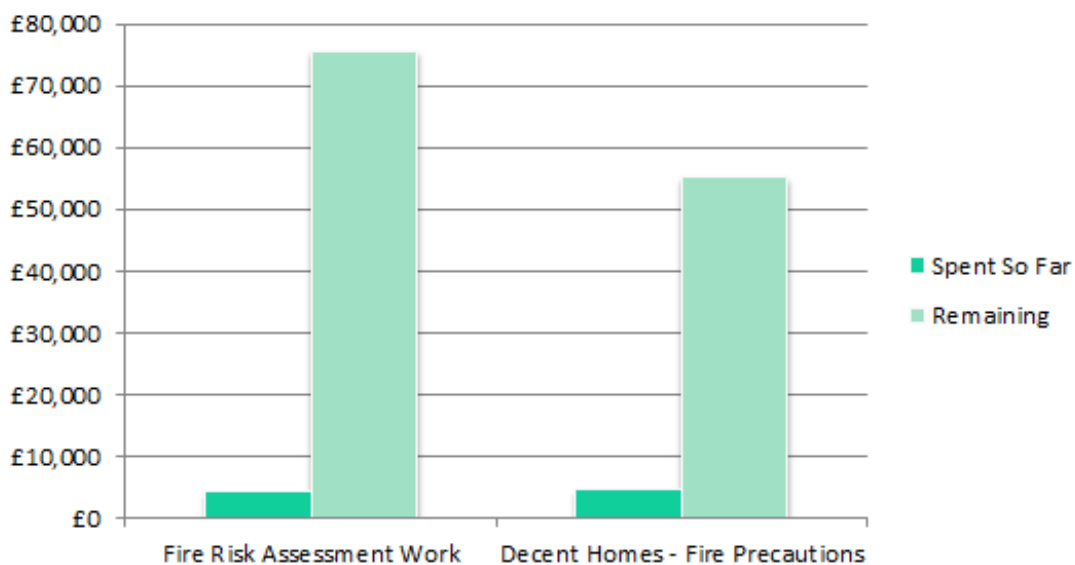
Externals Works



Environmental Improvements

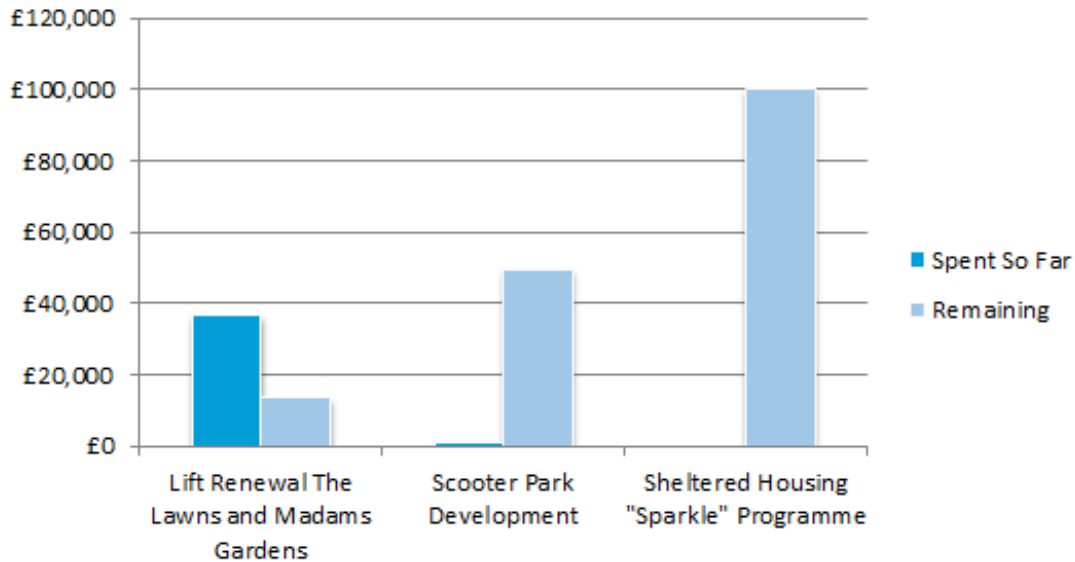


Fire Safety Improvements

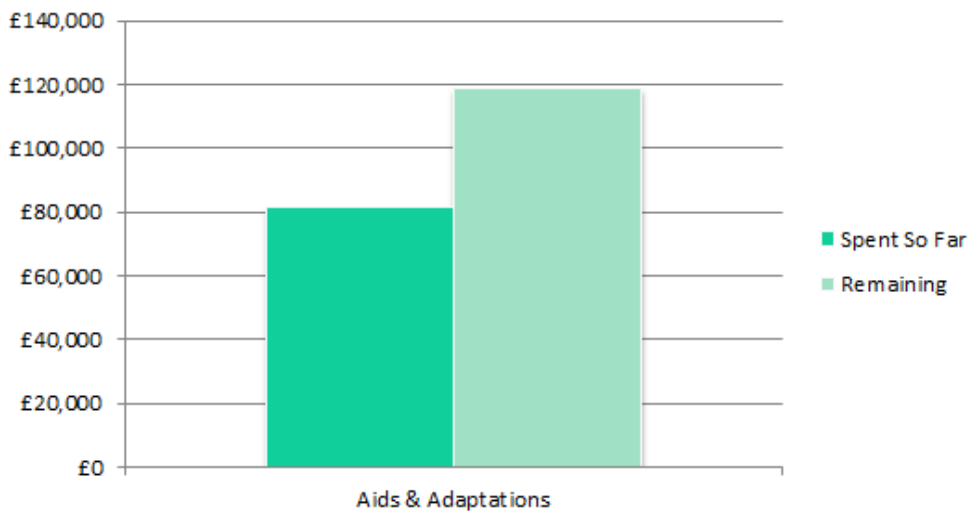


Financial Update

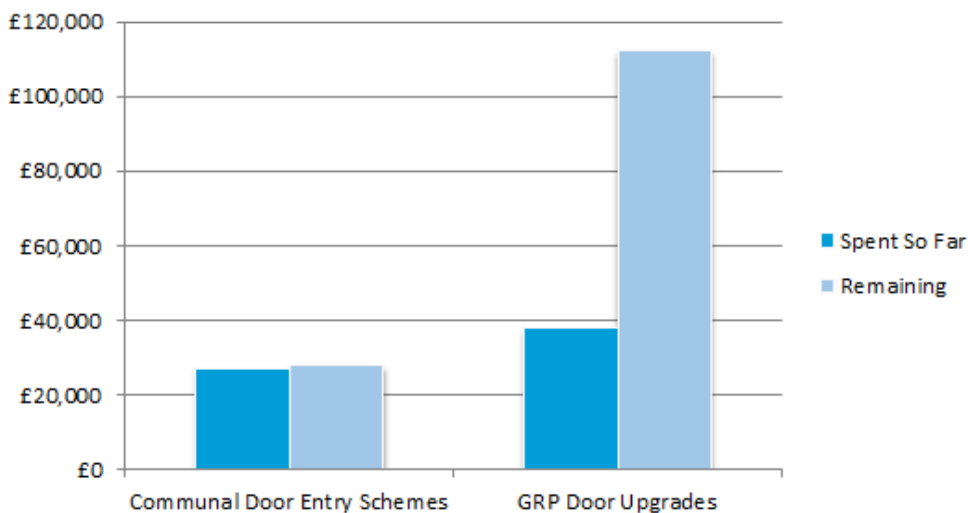
Sheltered Improvements



Aids & Adaptations



Communal Door Entry & GRP Doors



Financial Update

The 2015-16 Capital Programme is now well underway, with the majority of programmes now procured and starting on site. Key programmes to note that are still in the process are being finalised are:

Homes For The Future Desborough Phase 3: Contractor interviews and financial appraisals have now been completed, and the project is due to be submitted to full Council for approval in September. Assuming the project is given the go ahead, works are expected to reach site early October 2015.

Homes For The Future Hampden Crescent: Feasibility study has now been completed, and work has commenced to finalise the full specification and issue the project for full tender.

Sheltered Housing Sparkles: Silver Service Forum have approved the first two schemes to received work, and the projects have been fully specified, with that view that they will be issued to tender by the end of August 2015.

The programme is forecast for 100% expenditure by the end of March 2016, with all carry over budgets identified and built into the expenditure model for 2015.

Below shows how many properties we've completed against the target.

2015/16 Target vs. Completions		
Contract	Targeted	Completed
Roof Renewal	120	0
Sparkle Project	81	0
Electrical Upgrades	300	31
Kitchens & Bathrooms	188	31
Communal Door Entry Schemes	38	0
Central Heating Renewal	626	61
GRP Door Upgrades	315	51
External Insulation	10	0
Highfield Road Externals	128	24



Programme Update

KBC's Housing Property Services Team have been working to build on the good work that has been done recently on the production of a 5 year capital investment programme for the Council's housing stock, with a 10 year programme, which will further enhance the Council's ability to consider its investment requirements well into the future, and help it to make financial decisions well in advance to ensure targeted work is delivered. Customers will also benefit, as they will have access to a greater degree of investment plans in respect of their homes.

The programme has been designed to align with the Council's 10 year budget plan, and will be delivered in a street by street approach, to ensure the days of "pepper potted" investment are over. Sheltered Housing stock is also included within the plan, to ensure the entire portfolio is considered within the long term investment considerations.



We are combining our efforts with the depot and we hope to bring our Decent Homes standard percentage up to 95% decent, 6% higher than the beginning of this financial year.

We are also participating in HouseMark's benchmarking exercise, so we can compare our costs and quantities with other local authorities or housing associations of a similar size. This will enable us to identify our strengths and recognise our weaknesses, helping to improve our services and procedures.

Online Repair Reporting

We are currently promoting the Online Repair Reporting tool on the Kettering Borough Council website. This tool allows residents to report their repairs online, they can report as many repairs as they like whenever they want to. People have already started using it!



Programme Update

What's happening now?

- Phase 2 of the HFTF project nearing practical completion, Phase 3 due to commence on site September 2015.
- Displays being delivered to all ten sheltered housing schemes, detailing what improvement works are planned and when for each scheme.
- Delivery of weather dependant projects on course for completion in the summer months - Roofing, EWI, cavity wall repairs and external cyclical painting contracts have all been approved and are in the process of being delivered to site.
- Rolling annual fire door replacement project approved and due on site later this month. The completion of this project will see the finalisation of the upgrade project in Kettering town centre.
- Phase 2 of the Balcony and Walkway project at Dahlia Road, Scott Road and Marion Square out for expressions of interest, due on site September 2015.
- Hampden Crescent refurbishment scheme out for expressions of interest, due on site January 2016.
- Lift refurbishment for The Lawns and Madams Gardens due for completion later this month.
- Kitchen & Bathroom, GRP door and boiler replacement programmes are all well underway, with Environmental Care providing monthly updates on progress against targeted replacement numbers
- We are combining our efforts with Environmental Care to increase the Council's Decent Homes compliance up to 95%, which represents a 6% increase from the position at the beginning of this financial year.
- We are also participating in Housemark's benchmarking exercise, following the Council's reinstating its membership, which will enable us to compare our costs against other housing providers of a similar size. This will enable us to identify any efficiencies we can make in terms of the delivery of products to customers moving forward, and ensure that we can robustly demonstrate value for money at all times.



Garage Improvements

The Housing Property Services Team and Housing Officer Team have been working on a project to breathe new life back into the Council's garage stock, with the aim to improve revenue streams from these assets, and at the same time deter anti-social behaviour and fly tipping issues, which a number of these sites seem to attract, due to their non-use.

So far, over 100 garage units have been brought back into the rental stream since June, with the majority of these having been let. A proposal to complete substantial repairs and further improvements to another 100+ units is in the process of being pulled together for approval in the next month.

Before



FAQs

How do I apply for a garage?

You can apply online or by contacting Customer Services or the Housing Officer Team. You will not be offered a garage if you owe any debts to Kettering Borough Council.

What can you use the garage for?

Garages are for private use they are not for commercial activities. They are intended for the storage of a motor vehicle and are not sufficiently weather-tight or secure for the storage of any other goods. You should not store petrol or any other flammable materials in your garage and you are not allowed to sub-let it to anyone else.

What if you no longer need the garage?

You only need to give one week's notice to end your garage tenancy. When you return the keys the garage should be empty and swept through. You will be recharged if the Council has to clear it.

What happens if you fall into arrears?

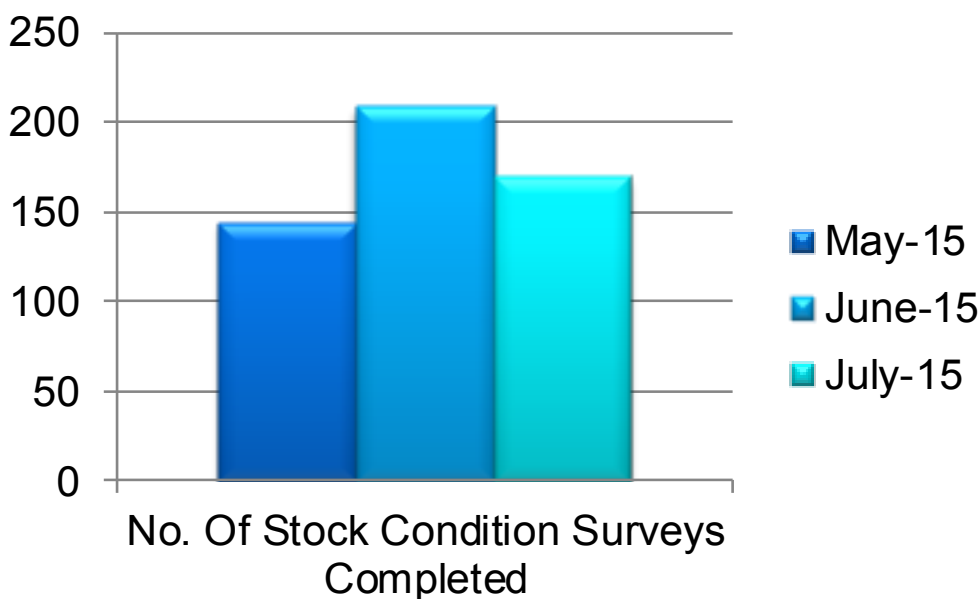
Garage rents are due a week in advance and action is taken to recover any arrears. Where arrears rise to an unacceptable level or an account is in arrears for too long, the Council may decide to end the tenancy and repossess the garage.

Most arrears cases can be dealt with relatively simply provided tenants get in contact early enough. Ignoring the situation can only make matters worse. Due to the low level of rent compared to a house or flat, some may think garage rent is a low priority. However, the Council have a duty to recover all rent owed in order to fund the services they provide.



Stock Condition Surveys

The Housing and Depot surveyors are working together to carry out Stock Condition Surveys at all of our properties. There is a three year programme in place to ensure every property is looked at. This will help us create more detailed and accurate reports for future capital programmes and budget forecasts. So far, since the beginning of May, we have surveyed 37% of Year 1 of the stock condition programme which equates to 15% of the entire housing stock.



Kettering
Borough Council

Kettering Borough Council - Stock Condition Survey

Address: _____
Date: _____

External	Element	Material	Replacement Year
	Roof Covering		
	Chimney		
	Guttering		
	Downpipes		
	Fascia		
	Soffits		
	Rendering / Brickwork		
	Windows		
	Door		
	Fencing		
	Decoration		
Internal	Element	Material	Replacement Year
	Kitchen		
	Bathroom / A&A		
	Heating System / Boiler		
	Consumer Unit / Rewires		

Comments: _____

Each of the Housing surveyors have a monthly target to hit, depending on how many properties are allocated to them. After the survey is complete, the surveyor enters information on to our Asset Management system.

This system generates the Capital Programmes and forecast spend reports that Kettering Borough Council base their future projects and budget plans on.

This also helps us provide accurate Decent Homes figures that we can use to benchmark against other organisations.



Customer Involvement

We are currently looking at updating the feedback forms we send out, following improvement works, by making them larger and more reader-friendly.

We're also going to change the questions so we can monitor our contractors effectively, ensuring that the standards of work and customer service are as high as possible.

In the future, all of our customer satisfaction surveys will be in the same format. We are working with other teams within the Housing department to create a universal format.

Your views matter

Following the recent improvement works to your home

Please tell us what you think by completing this survey. Your views are important to us and will help us improve our performance in the areas we did not meet your expectations. To thank you for your time, all returned surveys will be entered into a prize draw to win a £25 shopping voucher.

	Yes	Neither	No
1. Did you receive enough information before the improvement work started?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Did the contractor arrange a start date and time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Did the contractor show you ID?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were the workmen clean, tidy and polite during the improvement works?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Was the improvement work completed on time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

On a scale from 1-5 (1-very dissatisfied; 2-fairly dissatisfied; 3-neither; 4-fairly satisfied; 5-very satisfied) please answer the following three questions:

6. How satisfied were you with the quality of the improvement works?	<input type="checkbox"/>
7. How satisfied were you with the service provided by the contractor?	<input type="checkbox"/>
8. How satisfied are you with the overall improvement service you received from the Council and the contractor?	<input type="checkbox"/>

Name	<input type="text"/>	Comments <input type="text"/>
Address	<input type="text"/>	
Contact No	<input type="text"/>	
Improvement /Contractor	<input type="text"/>	

If you have any additional comments, please email housingstrategy@kettering.gov.uk

The information you provide on this form is strictly for research and prize draw purposes. If you do not wish to be contacted regarding the information on this form, please tick this box.

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How can you get involved?

- Do you think the layout is clear and easy to read?
- Would you be more inclined to complete a questionnaire from us if the layouts matched this one?
- Does the possibility of a £25 voucher encourage you to fill out this form?
- Do you think that having the ability to seal your answers from others would encourage you to fill out this questionnaire?
- Does the information on the form explain fully why Kettering Borough Council are collecting this data?

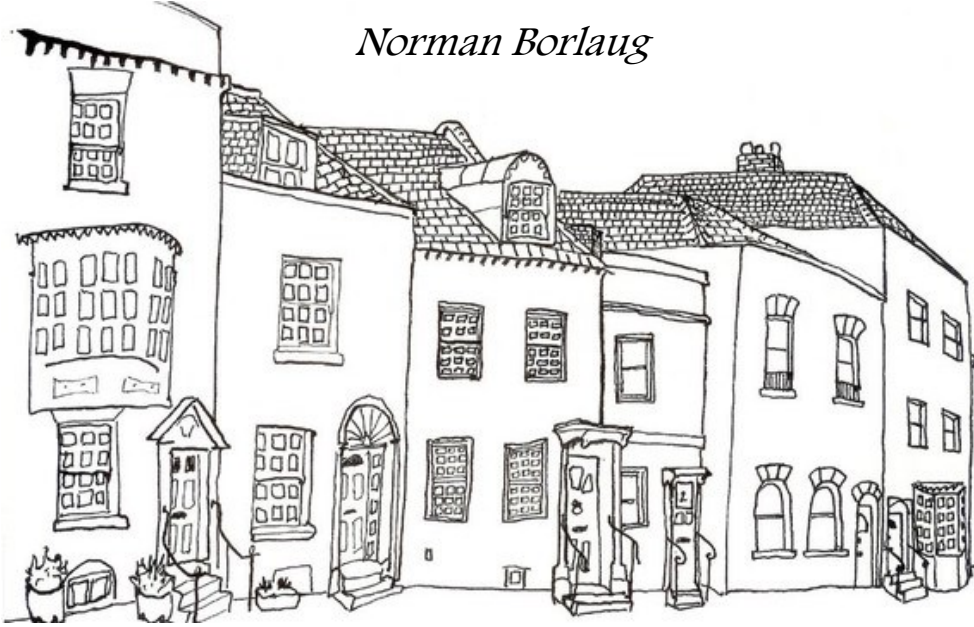


Final Thoughts







“The destiny of world civilization depends upon providing a decent standard of living for all mankind.”

Norman Borlaug



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