



ASSET MANAGEMENT REPORT

APRIL 2018 (FEBRUARY'S DATA)



Programme Update 2017/18

Programme	17/18 target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to date
H420 Aids & Adaptations	33	3	4	4	2	2	2	2	1	2	4	3	-	29
H435 Kitchens	20	2	1	1	2	2	1	2	2	1	2	2	-	18
H435 Bathrooms	20	3	1	1	2	0	1	2	2	0	0	0	-	12
H442 Boilers & CH	150	7	10	15	9	6	13	11	15	12	8	15	-	121
H446 GRP Doors	98	0	0	0	14	2	3	0	1	0	9	1	-	30

H420 Aids & Adaptations

There are currently 33 level access showers on the planned programme, 3 were completed in February. A sub-contractor has been used to undertake the electrical works involved in the LAS installs.

6 shower over baths were installed by a sub-contractor.

11 minor adaptations (internal and external hand, drop down and grab rails) were completed.

H435 Kitchen & Bathroom Renewals

There are currently 20 kitchens on the planned programme, 2 kitchen/diners were completed in February.

Stock condition surveys carried out earlier this year have identified 39 properties as having HHSRS cooker failures to be added on to a rolling programme. All properties have been surveyed, designs and costs have been produced by Rixonway, with a view to appointing a contractor early in the new financial year.

There are currently 20 bathrooms on the planned programme, 0 were completed in February.

H440 Door Entry Systems

We are in year 2 of a 4 year program. Works to all blocks in the Highfield Road estate and x4 blocks in the Town Centre have been completed with Entrotech door entry systems and aluminium communal doors.

H441 Window Renewals

Agreement made to repurchase windows, installations being carried out on the Highfield Road estate up to the end of April.

H442 Boiler Installations / Central Heating Upgrades

150 boilers forecast for completing this financial year (including 47 open flued appliances) on the capital programme and from responsive repairs.

Programme Update 2017/18

H443 Roofing Renewals

Warkton Roofing commenced the four year contract for 201 properties on the Pytchley Road estate on 8th January 2018. Properties to Patrick Close, Patrick Road and Sussex Road flats have been completed. Currently working on Hertford Road flats and Susses Road houses.

H446 GRP External Doors

98 doors are on the planned programme (Birch Road and Lime Road). A supply and installation contract has been awarded to Nationwide via EEM, pre contract meeting took place on 9th March. Asbestos surveys ordered and letters sent to residents updating them of proposed works in April.

1 external door was replaced in February, bringing the total number of ad-hoc replacements to 30.

H447 Toxic Voids

40 'toxic' void properties have been completed by J Tomlinson.

H449 External Wall Insulation

Due to budget constraints, no EWI contract will be programmed for the foreseeable future.

H456 Fire Doors Replacement

Britdoor have completed all entrance fire doors to 44 flats in the Town Centre. This completes all entrance fire door upgrades to communal areas in the Borough, a total of 450 flats.

H461 Homes for the Future Hampden Crescent

Works commenced on the 21st August for 44 weeks in conjunction with Lovells and Frese. Internal demolition works and external groundworks to the rear have been completed.

3 new stair blocks are being built, roofs and windows due to be installed early April.

External Wall Insulation is well underway, all front and side areas are covered with insulation board, render base coat has been applied to Stamford Road side and front areas over the shops, top coat delayed due to weather until early April. Roofs almost complete to the 2 ground floor extensions and new plant room.

Internal first fix works are complete. Joinery including skirting's and architraves are being installed. Sound proofing to floors and walls complete. Kitchens to 4 flats have been completed. Decorating is being carried to second floor flats.

H463 Homes for the Future Desborough

Works to the remainder of the Phase 3 properties commenced 15th January 2018 under a JCT minor works contract with Kier, works are due to complete on the final 3 properties (of 7) by 5th May.

H473 Sparkle Project

Works to Castle Gardens are now complete, satisfaction surveys to be obtained by Scheme Manager.

Proposed Programme for 2018/19

H420 Aids & Adaptations

Demand led approach. Operated from a waiting list in line with the Council's policy.

H435 Kitchen & Bathroom Renewals

Approximately 40-50 properties.

10 adhoc replacements identified as priorities whilst a more strategic approach is taken on a street by street approach. Assessments being carried out on surveyed catch-up properties: Avondale Road estate, Naseby Road estate, Town Centre, Pioneer Avenue Burton Latimer, Gold Street Desborough & Wilbarston.

Both kitchens and bathrooms to be replaced at same time where applicable.

H440 Door Entry Systems

Year 3 of 4 year programme, 9 blocks in the Town Centre to commence April 2018: Alfred Street, Gloucester Close & Thorngate Street.

Year 4 includes Bayes Street, Buccleuch Street, Cobden Street, Duke Street & William Street.

H441 Window Renewals

Highfield Road estate.

H442 Boiler Installations / Central Heating Upgrades

Approximately 150-160 properties.

90 properties have already been identified by the Gas Team for next years programme, taking a demand led approach across the Borough.

H443 Roofing Renewals

Year 2 of 4 year programme on the Pytchley Road estate by Warkton Roofing.

Moving along Sussex Road, Hertford Road, Surrey Road, Northumberland Close and Northumberland Road.

H446 GRP External Doors

Supply and installation contract awarded to Nationwide via EEM on a rolling programme.

Birch Road and Lime Road carried over into April, followed by Highfield Crescent and Highfield Road bungalows and Walnut Crescent.

Assessments on Oak Road, Cherry Road, Orchard Crescent, The Oval & Burton Latimer.

H461 Homes for the Future Hampden Crescent

Procurement is in progress for Block B.

H463 Homes for the Future Desborough

Works by Kier to 3 properties in Harrington Road and the Alexandra Road Site Office will complete the HFTF project in 2018/19.

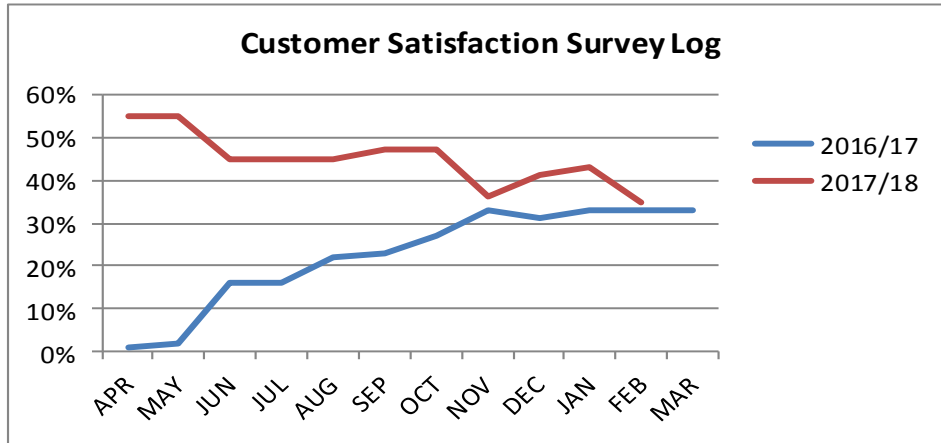
H473 Sparkle Project

Discussions with Scheme Manager regarding Hazeland House and Saxon Close have now begun, wish list includes decorating, carpets and lighting, due to commence in the new financial year.

Service Update 2017/18

Customer Satisfaction Surveys

35% of Improvement Works Satisfaction Surveys have been received during 2017-18. An annual return rate of 35% should be achievable. Feedback regarding the satisfaction levels achieved to date make for positive reading. Negative feedback is investigated in a timely manner, mostly concerning snagging or other repair issues in the property.



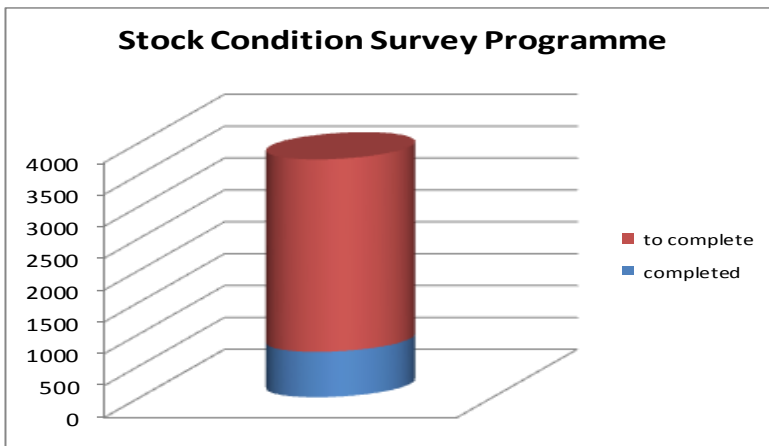
“Tradespeople kept us informed day to day with progress and were very considerate.”

“Very good, job well done, very polite & friendly.”

Stock Condition Surveys

We are in Year 2 of our 5 Year Stock Condition Survey Programme, focusing attention on streets with out of date and copied / cloned surveys, bringing our total up to 712 surveys since the programme was implemented.

In the new financial year, we are targeting the completion of 10 surveys per surveyor per week, we have implemented booked appointments on a street by street basis which are proving successful.



Service Update 2017/18

Decent Homes Update

February 2018 figures show a non-decency rate of 11.82%, compared to 9.42% at the end of 2017 and 9.09% at the end of the last financial year. We are reviewing properties alongside our Stock Condition Surveys that are non-decent in order to bring them up to decency standards. Decent Home failures are predominantly due to out of date kitchens, bathrooms and external doors which are to focused on in the 2018/19 capital programme.

	2017	2018
Non-Decent	9.42% 346	11.82% 434
Potentially Non-Decent	45.03% 1653	53.82% 1975
Decent	45.55% 1672	34.35% 1261

Annual Gas Safety Check (AGSC) Compliance Rate

The current compliance rate for the AGSC programme is **99.1%**. We continue to improve the service with changes in line with re-inventing repairs.

AGSC Monitoring Report

			01/01/2018	08/01/2018	15/01/2018	22/01/2018	29/01/2018	05/02/2018	12/02/2018	19/02/2018	26/02/2018
wks prior to AGSCR expiry		Number of properties on Gas Contract	3576	3576	3576	3573	3573	3573	3573	3573	3573
		Properties without a valid AGSCR	3	4	4	4	4	21	33	31	32
		Properties with a valid AGSCR	3573	3572	3572	3569	3569	3552	3540	3542	3541
		Properties with a valid AGSCR as a %	99.9	99.9	99.9	99.9	99.9	99.4	99.1	99.2	99.1
		Void properties excluded from the calculation	61	58	58	56	55	54	59	58	55
	Stage										
6 wks	1	Appointment letter sent - Letter 1		24	97	81	155		238		101
5 wks	2	Phone call/text reminder to tenant									
4 wks	3	Appointment date						85	84	72	86
		Access Gained	9	2							
		Access Denied	3	4			15	7	12	13	5
3 wks	4	Recorded delivery letter sent - Letter 2 & liaise with Housing			4				8	9	5
2 wks	5	Phone call made to tenant				3					
1 wks	6	Letter 3 is hand delivered					1				
0 wks	7	AGSCR expires - arrange court date and inform tenant of court date - Letter 4 is hand delivered									
AGSCR EXPIRED											
	9	Letter sent informing of intended access date - Letter 5									
	10	Property is accessed									
		Safety Check - Letter 6									
		Disked - Letter 6									