

7. Redecorations

Works continue to progress well on the 2018/19 programme

At the time of this report (3 August 2018)

- Thomas More House – Complete
- Mountjoy House – Complete
- The Postern – Commencing 6th August

Several blocks are programmed for internal redecorations in 2018/2019. These are currently on hold pending the results of the destructive testing on front doors and door surrounds

Feedback from residents on the performance of the contractor and quality of work continues to remain positive.

8. Public Lift Availability

Availability of the public lifts under the control of Property Services is detailed below:

Lift	From April 2017 to March 2018	From April 2018 to June 2018
Turret (Thomas More)	99.90%	99.97%
Gilbert House	99.99%	99.42%

9. Concrete Repairs

Concrete repairs commenced, as programmed, in June 2018. As at the time of this report, Shakespeare Tower and Thomas More House are complete. Works to Seddon House are nearing completion. Lambert Jones, Defoe House and Cromwell Tower are the blocks to follow.

Works are progressing well and are currently on programme

10. Vision Fibre Media (VFM) Contract for TV and /Broadband Services

We are aware of some issues that have occurred recently with the signal strength and availability of some Freeview and HD channels provided through the Integrated Reception System (Television services). VFM have made some changes to the system following the Government's change in frequencies. VFM attend as and when they are called if a resident is having issues. As part of the maintenance contract, VFM will charge for any call outs that are outside of the service agreement eg problems with residents own equipment and will take payment details in case of this event.

In contrast, the broadband services provided by VFM appear to be being delivered in accordance with the license agreement

The agreement, whilst signed in early 2014, took effect from the actual completion of the broadband fibre network and the upgrade to the television services. The completion was in January 2016. A review of the license and various KPI's is due to take place in 2019 and a working party will be formed similar to the WP that reviewed the initial license.

11. Asset Maintenance Working Party (AMWP)

Garchey

Results of the recent survey were discussed. Of the 968 letters sent, 526 were returned 14% of which confirmed they no longer had a Garchey. This potentially means that there are less than 900 Garcheys in place. The future of the Garchey is due to be reviewed in 2020 and the AMWP will start working on a strategy in early 2019

Repairs and Maintenance

2 residents have volunteered to review the responses for the new repairs and maintenance contract and meeting is due to take place on 30th August to go through the returns

Working Party Membership

Following a resident representative standing down, an email broadcast was sent out seeking new member(s). We now have a resident volunteer who has a good background in asset management, in particular listed buildings

12. What's Gone Well

As part of future Property Services updates, we will be adding a regular item highlighting one particular area of the service that has gone well.

On Sunday 28th July 2 staircases in Andrewes House suffered a power failure due to the adverse weather conditions. It resulted in total power loss to around 40 flats. The cause was water ingress to the switch room burning out the switchgear.

The Property Services Team Manager (Shaun Moore) who was on duty attended within minutes of receiving the call. He called out UK Power Network who isolated their supply and confirmed they would not be able to reinstate until the switchgear was replaced/repaired.

Shaun contacted our repairs and maintenance contractor, Metwin, who began sourcing a generator in the event the power could not be easily re-instated.

Shaun also contacted senior managers in the afternoon to update on the severity of the situation, whilst he disconnected the power supply from the switchgear in readiness for the generator. He also visited every affected flat to let them know the cause of the failure and to reassure residents.

Obtaining a generator at such short notice and on a Sunday was proving difficult, so Shaun worked through the afternoon and evening to rebuild the switchgear. He was joined by an off-duty colleague (Chris Sedgwick) who had just returned from leave and one of our contractors, D.B Site Services, who came out to assist. Between them they completed the rebuild and had UKPN back to sign off and reconnect the supply at around 2am Monday morning. The Car Park Attendants on duty at Andrewes sent texts to those residents who had given their contact details, to let them know that power was restored.