

ST LEGER HOMES OF DONCASTER LTD

Company limited by guarantee registered in England

Company Number 05564649

West Area Board Meeting

Date : 14 January 2008

Item : 9

Subject : Repairs and Maintenance
Monitoring 2007-08 Quarter 2

Presented by : Michael Vickers
Senior Project Manager

Prepared by : Paul Elliott
Assistant Director for Capital
Programmes

Purpose : Update area board members of
Current Capital Works Programme

Recommendation :
Area Board discuss and note the contents of this
report

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To the Chair and Members of the **Agenda Item No. 9**
ST LEGER HOMES OF DONCASTER WEST AREA **Date: 14th January 2008**
BOARD

1. Report Title

1.1 Repairs & Maintenance Monitoring 2007-08 Quarter 3

2. Purpose

2.1 The purpose of this report is to update area board members of Capital Works being undertaken and planned for the period 1st October to 31st December 2007.

3. Recommendation

3.1 Area Boards discuss and note the contents of this report

4. Background

4.1 The current Decent Homes programme commenced in November 2004, since this time a number of Decent Homes schemes across the borough have been delivered. This paper reports on progress for projects for the period October to December 2007.

The Capital Investment team also deliver a large number of projects in addition to the Decent Homes Programme. These currently include:

Electrical Rewire Programme
Gas Central Heating Installations
Demolition Programme
Digital TV Aerial Upgrade
Asbestos Surveying Programme

Members should note the size of programme is going to markedly increase again from January to March 2008 following commencement of the main external works programme. At the peak of the programme there will be approximately 150 one hit handovers, 100 external work handovers and 300 window and door handovers per week.

Work has also commenced with constructors on preparation for 2008-09 programme which will commence February/March 2008 following completion of 2007-08 schemes. The programme although anticipated to be of similar value will be less intensive due to delivery period being over 12 months as opposed to 5-6 months for the 2007-08 programme.

5. Body of Report

- 5.1 The following section provides a detailed synopsis of the Capital Work projects that have been or are in the process of being delivered. The projects are listed by location; with projects in the East listed first, projects in the West second and finally projects that are borough wide.

In the period 1st October to 31st December 2007 we have completed the following works:

Programme	Planned	Actual	Work in Progress	Variance (Planned Vs Actual)
One hit works	847	686	397	-161
External works	0	0	0	0
Windows and doors	2,608	2,293	232	-315

We remain confident following one to one meetings with all constructors w/c 17th December 2007 that the planned decency programme will be delivered within original timescales.

Capital Projects – East

Scheme	Description of Scheme	Start Date	Profiled completion date	Properties on Scheme	Properties completed to date (12 th December 2007)	Anticipated/ Actual Completion date	Estimated Project Cost	Contractor Used	Key Issues
Kingsway, Stainforth	Demolition of stock	1st April 2006	31st March 2008	168	164	31st March 2008	£350,000	DSR	Two properties awaiting demolition. Awaiting procurement of new demolition contractor by DMBC, should be complete February/ March 2008 dependant on DMBC procurement process.
Dunscroft & Fishlake	Decent Homes Works - One Hit Works	12th February 2007	3rd September 2007	168	162	Completed 17 th August 2007	£2,416,000	Bramall Construction	
Rossington Phase 2	Decent Homes Works - One Hit Works	6 th August 2007	26 th October 2007	36	36	26 th October 2007	£430,000	Bramall Construction	Works now complete, no major problems experienced. Experienced negative press publicity associated with tenant unhappy with proposed kitchen layout, tenant subsequently declined works as a result.
Rossington Early Works	Decent Homes Works - One Hit Works	6 th August 2007	26 th October 2007	46	44	26 th October 2007	£660,000	Bramall Construction	2 property declines
Rossington NCB	Decent Homes Works - One Hit Works	10 th September 2007	28 th February 2008	235	82	28 th February 2008	£2,646,000	Bramall Construction	

Rossington Radburn Road (Non Traditional)	Decent Homes Works - One Hit Works	24 th September 2007	31 st March 2008	258	70	31 st March 2008	£4,252,000	Bramall Construction	Works commenced to internals and external insulated render systems. Works take an average of 12 weeks per property due to external render system (4 weeks internal, 8 weeks external).
Armthorpe Laburnham Drive	Decent Homes Works - One Hit Works	22 nd October 2007	28 th February 2008	105	12	28 th February 2008	£1,213,000	Bramall Construction	Works commenced.
Armthorpe Mansfield Crescent	Decent Homes Works - One Hit Works	22 nd October 2007	28 th February 2008	109	0	28 th February 2008	£1,308,000	Bramall Construction	Start date delayed due to availability of labour, to commence 7 th January 2008.
Armthorpe Beech & Bevre Road	Decent Homes Works - One Hit Works	12 th November 2007	31 st March 2008	96	2	31 st March 2008	£1,109,000	Bramall Construction	Works commenced, no major problems to date. No handovers to date anticipated w/c 17 th December 2007.
Armthorpe Lime Tree Crescent	Decent Homes Works - One Hit Works	19 th November 2007	31 st March 2008	98	0	31 st March 2008	£1,132,000	Bramall Construction	Works commenced, no major problems to date. No handovers to date anticipated w/c 17 th December 2007.
Thorne – Streams 1,2,3 (South Common Estate)	Decent Homes Works - One Hit Works	20 th August 2007	28 th February 2008	390	192	28 th February 2008	£4,682,000	Henry Boot	Works commenced, some delays in window and door delivers.
Moorends Auckland Grove	Decent Homes Works - One Hit Works	1 st October 2007	28 th February 2008	150	38	28 th February 2008	£1,800,000	Henry Boot	Works commenced. Eight properties awaiting gas connections.

Barnby Dunn/ Moss/ Sykehouse	Decent Homes Works - One Hit Works	22 nd October 2007	28 th February 2008	105	0	28 th February 2008	£1,260,000	Henry Boot	Works commenced. Fifteen tenants refusing any works prior to Christmas period. All properties now moved to back of programme.
Stainforth/ Moorends	Windows and Doors	3 rd September 2007	31 st March 2008	601	0	31 st March 2008	No Agreed Maximum Price agreed – based on measured works.	Nationwide	All previous performance issues resolved following meeting with Director and Managing Director – all issues now resolved.
Armthorpe	Windows and Doors	3 rd September 2007	31 st March 2008	124	16	31 st March 2008	No Agreed Maximum Price agreed – based on measured works.	Kier	Revised programme submitted by contractor on 13 th December 2007, anticipated works now completing 4 th April 2008. To review work allocations at Core group to maximise completions in current financial year.
Thorne	Windows and Doors	3 rd September 2007	31 st March 2008	60	10	31 st March 2008	No Agreed Maximum Price agreed – based on measured works.	Kier	As previous Kier comments.
Hatfield	Windows and Doors	3 rd September 2007	31 st March 2008	367	100	31 st March 2008	No Agreed Maximum Price agreed – based on measured works.	Kier	Works ongoing, 188 properties currently in possession of contractor as at 2 nd January 2008. Have been high frequency of making good works over and above that anticipated. Works have included re-rendering, re-plastering and installation of lintels.

Edenthorpe, Kirk Sandall & Barnby Dunn	Windows and Doors	3 rd September 2007	31 st March 2008	249	13	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Kier	As previous Kier comments.
Finningley	Windows and Doors	TBC	31 st March 2008	1	0	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Kier	No issues.
Bessacarr/ Cantley	Windows and Doors	3 rd September 2007	31 st March 2008	504	50	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Sovereign	Delivering ahead of programme.
Town Moor	Windows and Doors	3 rd September 2007	31 st March 2008	1079	508	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Sovereign	Delivering ahead of programme.
Torne Valley	Windows and Doors	3 rd September 2007	31 st March 2008	244	0	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Anglian	Delivering ahead of programme.

Wheatley	Windows and Doors	3 rd September 2007	31 st March 2008	107	0	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Anglian	Delivering ahead of programme.
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Capital Projects – West

Scheme	Description of Scheme	Start Date	Profiled completion date	Properties on Scheme	Properties completed to date (12 th December 2007)	Anticipated/ Actual Completion date	Project Costs	Contractor Used	Key Issues
Hexthorpe	Decent Homes Works - One Hit Works	26th June 2006	27th July 2007	288	231	Completed - 27th July 2007	£3,267,000	Bramall Construction	Works fully complete.
Skellow	Decent Homes Works - One Hit Works	7th February 2007	31st July 2007	153	66	Completed - 31st July 2007	£2,447,500	Bramall Construction	Works fully complete.
Campsall – Early Works	Decent Homes Works - One Hit Works	6 th August 2007	22 nd October 2007	39	38	22 nd October 2007	£475,000	Wates Living Space	Works fully complete.

Scawthorpe 1, 2, 3 & Arksey	Decent Homes Works - One Hit Works	17 th September 2007	17 th March 2008	416	63	17 th March 2008	£4,992,000	Wates Living Space	Works ongoing, challenges experienced with time in properties, quality, sequencing or works and staff retention. Resulting in handover targets being missed. Recovery programme submitted by constructor on 3 rd December 2007.
Hyde Park & Balby Ivor Grove	Decent Homes Works - One Hit Works	24 th September 2007	28 th February 2008	204	15	28 th February 2008	£2,448,000	Wates Living Space	As previous Wates comments.
Barnburgh	Decent Homes Works - One Hit Works	5 th November 2007	28 th February 2008	43	0	28 th February 2008	£516,000	Wates Living Space	Works commenced, no handovers due to late commencement on 12 th November 2007. First handovers planned w/c 17 th December 2007.
Toll Bar	Decent Homes Works - One Hit Works & Flood Repairs	January 2008 - anticipated	May 2008	138	0	May 2008	£3,000,000 to £4,000,000 (initial estimate)	Henry Boot	Stripping out of properties complete. 23 drying out certificates issued. Works commenced on trial property within Villa Gardens. Launch and choice events held, full programme of works to commence 7 th January 2008.
Braithwell	Decent Homes Works - External	7 th January 2007	31 st January 2008	38	0	31 st March 2008 (anticipated)	£91,000	Bramall Construction	To commence 7 th January 2008 with increased number of streams to achieve target completion date of 31 st March 2008.
Sprotbrough	Decent Homes Works - External	7 th January 2007	28 th February 2008	43	0	31 st March 2008 (anticipated)	£172,000	Bramall Construction	To commence 7 th January 2008 with increased number of streams to achieve target completion date of 31 st March 2008.
Woodlands	Decent Homes Works - External	7 th January 2007	28 th February 2008	214	0	31 st March 2008 (anticipated)	£1,115,000	Bramall Construction	To commence 7 th January 2008 with increased number of streams to achieve target completion date of 31 st March 2008.

Conisbrough	Decent Homes Works – Externals	February 2008	To be agreed	386	0	To be agreed	To be agreed	Bramall Construction	
Conisbrough/ Denaby Main	Windows and Doors	3 rd September 2007	31 st March 2008	583	153	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Nationwide	Initial problems experienced in delivering to programme now resolved.
Mexborough	Windows and Doors	3 rd September 2007	31 st March 2008	585	284	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Nationwide	No issues, delivering ahead of planned programme.
Askern Spa	Windows and Doors	3 rd September 2007	31 st March 2008	129	0	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Nationwide	No issues works anticipated to be delivered ahead of programme.
Bentley	Windows and Doors	3 rd September 2007	31 st March 2008	321	33	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Kier	As previous Kier comment.

Adwick	Windows and Doors	3 rd September 2007	31 st March 2008	886	0	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Kier	As previous Kier comment.
Balby	Windows and Doors	3 rd September 2007	1 st March 2008	868	420	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Anglian	Delivering ahead of programme.
Edlington & Warmsworth	Windows and Doors	3 rd September 2007	31 st March 2008	607	26	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Anglian	Delivering ahead of programme.
Central	Windows and Doors	3 rd September 2007	31 st March 2008	23	0	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Anglian	Delivering ahead of programme.
Great North Road	Windows and Doors	3 rd September 2007	31 st March 2008	66	0	31 st March 2008	No Agreed Maximum Price agreed – based on measured works	Anglian	Delivering ahead of programme.

Bentley	Environmental Fencing Programme	7 th January 2008	April 2008	273	0	April 2008	£652,000 (includes Adwick)	Bramall Construction	Works to commence on site 7 th January 2008
Adwick	Environmental Fencing Programme	4 th February 2008	March 2008	173	0	April 2008	£652,000 (includes Bentley)	Bramall Construction	Works to commence on site 4 th February 2008.
Askern	Environmental Fencing Programme	March 2008	May 2008	404	0	May 2008	To be agreed	Bramall Construction	AMP to be agreed, anticipate start date March 2008.

Capital Projects - Borough wide

Scheme	Description of Scheme	Start Date	Profiled completion date	Properties on Scheme	Properties completed to date (12th December 2007)	Anticipated/ Actual Completion date	Project Costs	Contractor Used	Key Issues
Asbestos Surveying Programme		1st April 2006	31st March 2009	21,500	8282	31st March 2009	£3,000,000	ECS Mowlan	
Electrical Re-wire Programme	Electrical re-wires to properties following electrical testing programme	01st April 2007	31st March 2008	140	61	N/a	£350,000	Powertech, Valetric, Wil-lectric	Given programme is reactive figures are based on number of properties that could be complete against budget allocated assuming average costs for rewire or gas central heating installation.
Gas Installation Programme	Gas Central heating installation to property following major flue failure or appliance breakdown	01st April 2007	31st March 2008	116	68	N/a	£350,000	Denton & Nickels, Valetric, British Gas, PH Jones, Tomlinson	Reduced time taken for installation down from 20 weeks to approx 6 weeks by sourcing alternate gas infrastructure installation company. Poor quality of installations by PH Jones and British Gas. Both have stopped having work issued on temporary basis until defects on previous issued properties put right and agreed action plan to improve quality of installation in place. Given programme is reactive figures are based on number of properties that could be complete against budget allocated assuming average costs for rewire or gas central heating installation.
Digital TV Aerial Programme	Upgrade aerials on communal properties inline with the 2010 analogue switch off.	October 2007	31st March 2009	4538	0	31st March 2009	£771,000	DAS???	To ensure continuity of work stream for contractor delayed commencement until September/ September 2008.

Key risks to note associated with delivery of capital programme include:

Performance of One Hit contractors

Overall performance has been adequate, going forward the performance of one hit contractors within the final quarter of 2007-08 will be key to successful delivery of the Decent Homes programme and achievement of financial spend. There have been some delays to the programme following teething problems associated with quality of work, time in properties and poor sequencing of works. We have been working with all one hit contractors to improve their performance, this as included 1) undertaking pre-snagging of properties to improve quality of work and reduce time in properties where by properties have been rejected at handover 2) highlighting problems in sequencing of works with site management and project managers 3) Improving SLHD survey data issued to constructors to reduce number of work order variations issued on site.

Window and door contractors

Kier Construction have experienced significant additional work within Duncroft and The Homestead, Bentley following installation of windows and doors. Works have included re-plastering, re-rendering and re-positioning of items within bathrooms. It would have been expected that when these additional work items were first discovered there would have been a reduction in performance whilst site teams were established to make good works. However due to lack of effective site management by Kier Construction this as resulted in protracted delays in completing properties over a several week period. The remaining programme will now be extremely challenging to complete by 31st March 2008.

A series of meetings have been held with Kier management including the Director of Operations. At the meeting of 4th December 2007 assurances were given that performance would improve and site teams were now organised to ensure the backlog of 266 properties in possession was complete with separate teams following window fitters to make good works on newly opened properties. Unfortunately following this meeting promises made did not result in improved performance. A further meeting is being held with Kier on 17th December 2007, if required following this a further extra –ordinary meeting of the Core Group will be held to review potential options including re-allocation of works to other contract partners.

Steadfast Windows

Doncaster MBC have decided that Steadfast windows will no longer take part in delivery of the window and door programme. We have approached other window and door contractors to take on work to the additional 282 properties by end of March 2008.

Digital TV

It has been agreed with DMBC Capital monitoring team that the proposed start of this programme be delayed until August/ September 2008 to allow a continual work stream of properties for the contractor from 2008-09 into 2009-10. No correspondence had been sent to tenants regarding the start of the programme.

Environmental Programme

Phase 1 of works to the boundaries of schemes will commence on 7th January 2008 in Bentley, Phase 2 will commence in Adwick on 4th February 2008 with Phase 3 commencing in Askern in March 2008.

Planning for the 2008-09 programme following the decent homes programme has now commenced. This will be the installation of fencing to the boundaries of schemes and will follow sequencing of the Decent Homes programme covering areas of Thorne, Stainforth, Conisbrough, Mexbrough, Hexthorpe and Rossington, subject to available funding.

Quality of works

We have encountered issues with the quality of works on Henry Boot and Wates Living Space Decent Homes sites, including electrics, kitchen installation and the general finish of works. This has resulted in delays to the hand over of properties.

We have investigated the problems and identified the causes of the problems to be a) start up problems associated with a new project and a new project team, b) inexperienced site management, and c) insufficient quality management (contractor)

A number of improvement actions have been instigated to improve the situation including; toolbox talks on quality of works to all operatives, 100% inspection regime by SLHD, review of site personnel by contractors and introduction of specific teams to close down properties and deal with snags on Wates sites.

Customer Satisfaction

On the current Decent Homes schemes (October to December 2007) the satisfaction rating is at 96%.

Time in Properties

Following quality inspections several batches of properties have been rejected at handover by SLHD. This as subsequently resulted in time in properties exceeding the permitted time in property duration for 120 properties across all schemes.

Time in properties is further delayed on Henry Boot and Wates schemes due to delays in delivery of doors by Anglian Windows. We have investigated reasons for this and it is a result of flooding of Perma Door factory during the summer. This has resulted in back log of doors to be manufactured and increased lead time from 4 to 8 weeks. The contractors have now factored the additional lead time into the survey process so the problem should resolve once the backlog is cleared. A tri-party meeting has also been held with Operations Director for Anglian Windows and Doors on 19th December 2007, it was agreed Anglian would review capacity of Perma Door to ensure able to complete programme within time frame set out, commence site fitting on 2nd January 2008 to recover delays in programme and report back progress to SLHD by end first week in January 2008.

Aids and Adaptations

A third Occupational therapist is currently being recruited by DMBC to work on the Decent Homes programme. Since agreeing with DMBC to undertake all adaptations work on properties within current year Decent Homes programme we are now working with contractors on identifying ways to reduce timescale taken for installation of the adaptation within the property. A trial of three different methods and finishes is being undertaken by all three one hit contractors between now and Christmas. The aim being to identify the method which delivers the same quality product but with less disruption to tenant and reduced cost to Decent Homes programme. A report evaluating the three methods will be submitted to the Core Group in January 2008 with recommendation of preferred method for future aids and adaptation installations.

6. Consultation

- 6.1 Consultation throughout the development of the Capital Programme takes place on an annual basis. Consultation on the Decent Homes programme which is driven by the Investment Strategy has also been undertaken. Key groups consulted include SJC, DMBC, Contract Partners and local TARA's.

7. Legal Implications

- 7.1 Not applicable

8. Financial Implications / Risk / Diversity/ Value for Money

- 8.1 The major risk is associated with the future cost of the decency programme. This risk is mitigated by monthly financial reports that highlight any areas of overspend. This risk has been further mitigated by the employment of Turner Townsend who will work as the Cost Consultants for Decent Homes schemes.

Turner Townsend will work with the Decent Homes contractors to value engineer the cost of delivering the Decent Homes programme over the

forthcoming year. This will help to ensure that the programme will be delivered within the total budget of approx £303 million.

9. Diversity
Not Applicable

10. Report Author

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