



AGENDA FOR THE HOUSING SCRUTINY COMMITTEE

Members of the Housing Scrutiny Committee are summoned to Committee Room 4, Town Hall, Upper Street, N1 2UD on, **7 September 2015 at 7.30 pm.**

John Lynch
Head of Democratic Services

Enquiries to : Jonathan Moore
Tel : 020 7527 3308
E-mail : democracy@islington.gov.uk
Despatched : 27 August 2015

Membership 2015/16

Councillor Michael O'Sullivan (Chair)
Councillor Dave Poyser (Vice-Chair)
Councillor Raphael Andrews
Councillor Alex Diner
Councillor Aysegul Erdogan
Councillor Una O'Halloran
Councillor Mouna Hamitouche MBE
Councillor Flora Williamson
Rose Marie MacDonald (PFI Managed Tenants)
Jim Rooke (Directly Managed Tenants)

Substitute Members

Councillor Gary Heather
Councillor Olly Parker
Councillor Alice Perry
Councillor Gary Doolan
Councillor Rakhia Ismail
Councillor Jenny Kay
Councillor Angela Picknell
Councillor Nurullah Turan

Quorum is 4 Councillors



A. Formal Matters

Page

1. Apologies for Absence
2. Declaration of Substitute Members
3. Declarations of Interests

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

***(a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

(b) Sponsorship - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

(c) Contracts - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

(d) Land - Any beneficial interest in land which is within the council's area.

(e) Licences- Any licence to occupy land in the council's area for a month or longer.

(f) Corporate tenancies - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

(g) Securities - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to **all** members present at the meeting.

4. Minutes of the Previous Meeting 1 - 4
5. Chair's Report 5 - 6
6. Order of Business
7. Public Questions

| B. | Items for Decision/Discussion | Page |
|-----------|---------------------------------------|-------------|
| 1. | RSL Scrutiny | 7 - 8 |
| 2. | Capital Programming: Witness Evidence | 9 - 64 |

C. Urgent Non-Exempt Items (if any)

Any non-exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

D. Exclusion of Press and Public

To consider whether, in view of the nature of the remaining items on the agenda, any of them are likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information Procedure rules in the Constitution and, if so, whether to exclude the Public and Press during discussion thereof.

E. Confidential / Exempt Items

F. Urgent Exempt Items (if any)

Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

The next meeting of the Housing Scrutiny Committee will be on 8 October 2015

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Agenda Item 4

London Borough of Islington

Housing Scrutiny Committee - 13 July 2015

Minutes of the meeting of the Housing Scrutiny Committee held at Committee Room 4, Town Hall, Upper Street, N1 2UD on 13 July 2015 at 7.30 pm.

Present: **Councillors:** O'Sullivan (Chair), Poyser (Vice-Chair), Andrews, Diner, Erdogan, O'Halloran and Williamson.

Co-opted members: Rose-Marie MacDonald and Jim Rooke.

Also present: **Councillors:** Heather

Councillor Michael O'Sullivan in the Chair

93 **APOLOGIES FOR ABSENCE (Item A1)**

None.

94 **DECLARATION OF SUBSTITUTE MEMBERS (Item A2)**

None.

95 **DECLARATIONS OF INTERESTS (Item A3)**

None.

96 **MINUTES OF PREVIOUS MEETING (Item A4)**

RESOLVED:

That the minutes of the meeting held on 8 June 2015 be confirmed and the Chair be authorised to sign them.

97 **CHAIR'S REPORT (Item A5)**

The Chair reported on his recent activities and the latest developments in the housing sector. It was advised that further information on the Government's proposed housing initiatives was expected to be available in the autumn and a report would be made to the Committee on this topic later in the year.

The Chair advised that he had recently visited Circle 33 Housing Association with other members of the Committee, Emily Thornberry MP, and representatives of Jeremy Corbyn MP. The organisation had outlined the changes to be made to their repairs and complaints handling procedures, which included the implementation of a new ICT system. The Chair was pleased with the efforts of the organisation to make improvements in these areas, however expressed that these developments should be welcomed cautiously until tenants experience real service improvements.

A discussion was had on the visit and members expressed a range of views. The Chair advised that there was a need for tenants to organise themselves independently of their housing associations to enable independent scrutiny and advocacy.

Housing Scrutiny Committee - 13 July 2015

The Chair reminded members that the Health and Care Scrutiny Committee would be carrying out a review of housing and health and further information in regards to how members can participate in this would be circulated in due course.

The Chair had recently attended a useful seminar on the linkages between housing and health and advised that he would circulate related information to members of the Committee shortly.

98 **ORDER OF BUSINESS (Item A6)**

The Chair stated that the order of business would be as per the agenda.

99 **PUBLIC QUESTIONS (Item A7)**

The Chair outlined the procedure for public questions and the filming and recording of meetings.

100 **RSL SCRUTINY (Item B1)**

The Chair advised that One Housing had again been invited to attend the meeting to discuss their work and the ongoing situation at Islington Park Street, however had declined to attend.

The Committee expressed their disappointment and concerns with the approach of One Housing. It was commented that members of the Housing Scrutiny Committee would be willing to meet with the organisation at their offices.

RESOLVED:

That a press release be drafted by officers, in consultation with the Chair, detailing the Committee's disappointment with One Housing Association.

101 **WORK PROGRAMME 2015/16 (Item B2)**

RESOLVED:

That the work programme be agreed, subject to the 'Update on the New Right-to-Buy' item being scheduled for November 2015.

102 **CAPITAL PROGRAMMING: SCRUTINY INITIATION DOCUMENT AND PRESENTATION (Item B3)**

Damian Dempsey, Group Leader – Quantity Surveyors, presented the Scrutiny Initiation Document (SID), copy interleaved. A discussion was had during which the following main points were made –

- It was confirmed that consideration was given to the sustainability of materials used for capital works.
- It was requested that the review include comparisons with other local authorities and registered providers, the use of local labour, and a possible site visit.
- It was advised that the Council did have a register of local businesses, however these were used infrequently and often at short notice. It was explained that the Council's capital works were primarily carried out by major companies with their own supply chains and sub-contractors.
- It was explained that the Council's current capital works contractors were appointed for a period of up to ten years, at a value of around £40million. For this reason the procurement was required to be advertised through the OJEU. It was suggested that smaller local suppliers may be precluded from applying for contracts of such scale.

Housing Scrutiny Committee - 13 July 2015

- It was advised that specialist works may on occasion require sub-contractors to further sub-contract works, however such instances were rare and this practice was generally discouraged by the Council.
- Councillor Gary Heather advised of recent casework concerning the quality of capital works and suggested that the Committee should consider the accountability of contractors.
- It was suggested that the Committee should consider the unmediated views of tenants, leaseholders and ward councillors. The Chair welcomed this approach and indicated his preference for written submissions to be made.
- A number of minor amendments were made to the SID to further specify the scope of the review.

RESOLVED:

That the SID be approved subject to the following amendments:

- (a) That the word 'residents' be substituted for 'tenants and leaseholders'
- (b) That under the second point of the scope, 'Procurement of Contractors' an additional bullet point be added, 'The quality of completed works and guarantees'
- (c) That under the second point of the scope, an additional bullet point be added, 'Comparisons with other local authorities and registered providers'
- (d) That under the second point of the types of evidence, the third bullet point be amended to read 'The views of tenants, leaseholders and ward councillors, including unmediated written evidence'
- (e) That under the types of evidence, an additional bullet point be added, 'Possible site visit'.

103

RESPONSIVE REPAIRS: SCRUTINY INITIATION DOCUMENT AND PRESENTATION **(Item B4)**

Paul Lightfoot, Group Leader – Direct Works, presented the Scrutiny Initiation Document, copy interleaved. A discussion was had during which the following main points were made –

- The Responsive Repairs service was in the process of implementing changes to make the service more customer oriented. It was hoped that some of these changes would be implemented before the Committee commenced the review in January.
- The Committee was to receive evidence from a range of officers, including representatives of the Customer Excellence Team.
- Following a question, the timescales for responding to repairs were explained, and it was suggested that the current system led to too many repairs being logged for 2 hour or 24 hour response unnecessarily. A new diagnostic and appointment system would help to better prioritise works and resources. It was also suggested that this could lead to savings by reducing the need for external contractors to meet demand during peak periods.
- It was intended to begin tendering for the new ICT system in the autumn. It was confirmed that officers were considering well-established systems used by other authorities. It was noted that any new system should take into account the needs of disabled residents, particularly those who are registered deaf or blind.
- A discussion was had on the options for cost-recovery in instances of damage to properties being caused by individuals.
- It was advised that officers were working to redesign elements of the service. The Committee requested for further details to be circulated to members when available.
- Councillor Gary Heather advised of recent casework concerning responsive repairs.
- A number of minor amendments were made to the SID to further specify the scope of the review.

RESOLVED:

That the SID be approved subject to the following amendments:

- (a) That under the objectives of the review, the second bullet point be amended to read 'To measure the satisfaction of residents with responsive repairs, and to evaluate the utility of the metrics used'.
- (b) That under the objectives of the review, the third bullet point be amended to read 'To consider how works are reported, planned, prioritised, responded to, and communicated to residents'
- (c) That under the objectives of the review, the fourth bullet point be amended to read 'To evaluate how the service compares to the services of other London Boroughs and registered providers'
- (d) That under the first point of the scope of the review, the second bullet point be amended to read 'Reporting and planning processes, including accessibility for those with disabilities'
- (e) That under the first point of the scope of the review, the third bullet point be amended to read 'How responsive repairs are prioritised and methods of triage employed'.

104 FUTURE APPROACH TO RSL SCRUTINY (Item B5)

RESOLVED:

That the 'areas of enquiry for registered providers' document be approved.

The meeting ended at 8:30pm

CHAIR

HOUSING SCRUTINY COMMITTEE

7 SEPTEMBER 2015

CHAIR'S REPORT

REVISED WORK PROGRAMME 2015/16

7 SEPTEMBER 2015

1. RSL Scrutiny
2. Capital Programming: Witness Evidence

8 OCTOBER 2015

1. RSL Scrutiny
2. Capital Programming: Witness Evidence

16 NOVEMBER 2015

1. Update on PFI Performance
2. Capital Programming: Witness Evidence
3. Update on the New Right-to-Buy
4. Service Review Group: Outcome of Complaints Review and Action Plan

18 JANUARY 2016

1. Capital Programming: Draft Recommendations
2. Responsive Repairs: Witness Evidence
3. Executive Member Presentation
4. Resident Satisfaction Survey

29 FEBRUARY 2016

1. RSL Scrutiny
2. Responsive Repairs: Witness Evidence
3. Capital Programming: Final Report

19 APRIL 2016

1. Responsive Repairs: Witness Evidence
2. Update on Tenant Led Organisations
3. Service Review Group: Review of New Build Communications

26 MAY 2016

1. Membership, Terms of Reference and Dates of Meetings
2. Responsive Repairs: Draft Recommendations
3. Scrutiny Topics 2016/17

RSL Scrutiny

Areas of Enquiry for Registered Providers

The Housing Scrutiny Committee has a rolling programme of inviting registered providers with a significant presence as landlords in the borough to meet the Committee.

When considering the performance of registered providers, members may wish to have regard to the following areas of enquiry, which were agreed at the 13 July 2015 meeting of the Committee.

Overarching:

- What's going well for your work in Islington?
- What are your areas of concern? How can you work more closely with Islington Council on those?

Specific

- **Resident satisfaction** – Tell us about your resident satisfaction figures; have they changed over recent times, and how does that compare with similar RPs?
- **Performance** – Tell us about your performance in repairs; rent collection; voids and relets; gas safety; and managing antisocial behaviour. How does it compare with other RPs? Are there areas you need to improve?
- **Voids and relets** – Islington has seen a drop in Housing Association available lets coming through our nominations process compared to the Council's own. What are your thoughts on this and how could we work with you to increase available properties again?
- **Rents** – What is your approach to affordable rents – i.e. up to 80% of market rent? Islington Council policy is to let all properties at target rent, and we are keen to encourage partners to do the same in our borough.
- **Tenancies** – The Council's policy is to provide life time tenancies and we encourage partners to take the same approach. What is your approach generally and do you provide any fixed term tenancies in Islington?
- **Finances and wages** – What annual surplus did your organisation generate in the last financial year? How does this compare to the sector average? Do you have policies on the London Living Wage and the ratio between the highest and lowest paid staff?
- **Maintaining assets and developing homes** – How do you invest in your stock in our borough? Have you sold any properties in Islington, and if so where did that investment go? What are your priorities for investment? Are you planning to build or acquire any new homes at target rent in the borough?
- **Policy changes: Right to Buy and Welfare reform changes** – What impact will the new Government policies have? What are you doing to support tenants affected by welfare reform and how can the Council work more closely with you to support tenants?

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Agenda Item 2

Housing Scrutiny Committee 2015/16

Capital Programming – Witness Evidence Plan

Aim: To investigate how contractors are selected; to look at opportunities for using local labour; to explore who determines what works are undertaken.

| 7 September 2015 | | |
|--|--|---|
| Who / What | Organisation / Purpose | Other key information |
| Damian Dempsey, Group Leader, Quantity Surveyors – Report / Presentation | Report providing introductory information on several areas set out in the SID. | To include: <ul style="list-style-type: none"> the different types of work carried out, how capital works contractors are procured, the roles of the council acting as a client and a delivery team, how works are communicated to tenants and leaseholders, the overall costs of the service. |
| Guarantee policies and other written evidence | Providing information on the guarantees received on capital works, roofs, windows, cavity wall insulation, etc. | |
| Key performance indicator data | To provide the Committee with the latest performance indicator data; to discuss the usefulness of this data; and to consider how the performance of the service can be best evaluated. | To include the known levels of local employment used by the capital works contractors, in accordance with SID. |

| 8 October 2015 | | |
|---|--|--|
| Who / What | Organisation / Purpose | Other key information |
| Tenants and leaseholders | To inform the Committee of their views on capital programming. In particular, how works are planned, prioritised and communicated. | Tenants and leaseholders to be contacted through the Council's Resident Engagement Team. Written evidence to be requested in advance of the meeting. |
| Ward councillors | | |
| Kevin Byrne, Housing Investment Manager and Aiden Stapleton, Consultation & Asset Manager – Report / Presentation | To advise the Committee on how the Council's housing assets are managed and how capital works are planned and prioritised. | |
| TBC | To provide any further information requested by the Committee at the previous meeting. | |

16 November 2015

| Who / What | Organisation / Purpose | Other key information |
|--|---|---|
| Representatives of the Council's capital works contractors | Mears Projects and Breyer Group. To provide the Committee with the contractor's perspective of the Council's capital programming. | Contractors may be able to compare their experiences of working with other local authorities, the different types of contract they carry out, further information on their use of local labour, and their own planning, prioritisation and communication processes. |
| Benchmarking information | To make comparisons with the capital works programmes of other local authorities and housing providers. | |

Site visit:

Members may wish to carry out a visit to a capital works site. Further details of a potential visit will be provided in due course.

Key dates:

Draft recommendations: 18 January 2016

Final report: 29 February 2016

Housing Scrutiny Committee

7 September 2015

Capital Programming – Witness Evidence

CONTENTS

- 1) Introductory information on several areas set out in the SID:
 - The different types of work carried out.
 - How capital works contractors are procured.
 - The roles of the council acting as a client and a delivery team.
 - How works are communicated to tenants and leaseholders.
 - The overall costs of the service.

- 2) Supporting Information:
 - Guarantees received by the Capital Programme Deliver team.

- 3) Key Performance Indicator data:
 - Most recent Core Group minutes.

1A) The different types of work carried out

| <u>PROGRAMME</u> | <u>DESCRIPTION</u> |
|--------------------------------------|--|
| <u>CYCLICAL IMPROVEMENT</u> | Properties inspected every 7 years and only included when works are required (could be 7 / 8 / 9+ years). Works include: external repair, communal decorations and any 'life' expired building components, i.e. roofs / windows. |
| <u>STREET PROPERTIES</u> | As above. |
| KITCHENS | Replace according to Islington standard over 20 years old (Decent Homes standard = 30 years). May need to review. |
| BATHROOMS | Replace according to Islington standard over 30 years old (Decent Homes standard = 40 years) May need to review. |
| <u>MECHANICAL WORKS</u> | |
| DOMESTIC GAS | Replace life expired individual boilers with new energy efficient boilers |
| COMMUNAL BOILERS | Replace life expired components based on Technical Officers recommendations |
| COMMUNAL VENTILLATION | Replace life expired components based on Technical Officers recommendations |
| <u>ELECTRICAL WORKS</u> | |
| DOMESTIC ELECTRICS (RE-WIRES) | Replace life expired components based on Technical Officers recommendations |
| COMMUNAL LIGHTING | Replace life expired components based on most vulnerable blocks first (high rise). Based on recommendations from Lakanal report recommendations |
| ESTATE LIGHTING | Replace life expired components based on Technical Officers recommendations |
| CCTV MAINTENANCE | Replace life expired components based on Technical Officers recommendations |

| | |
|---------------------------------------|---|
| DOOR ENTRY MAINTENANCE | Replace life expired components based on Technical Officers recommendations |
| LIFT PROGRAMME | Replace life expired components based on Technical Officers recommendations |
| <u>WATER</u> | |
| DRY RISERS | Replace life expired components based on Technical Officers recommendations |
| BOOSTED WATER SETS | Replace life expired components based on Technical Officers recommendations |
| SPRINKLERS | Replace life expired components based on Technical Officers recommendations |
| WATER TANKS | Replace life expired components based on Technical Officers recommendations |
| <u>OTHER</u> | |
| SMOKE DETECTORS | Replace life expired components based on Technical Officers recommendations |
| TV AERIALS | Replace life expired components based on Technical Officers recommendations |
| TENANT COMPACT / ENVIROMENTALS | Decentralised budget for Housing Panels to decide on environmental works |
| FIRE SAFETY WORKS | Upgrade or replace Front Entrance Doors, based on most vulnerable blocks first (high rise and complex layout blocks). Based on recommendations from Local Government Association report following Lakanal House and Shirley Towers fire incidents |

1B) How capital works contractors are procured

The Capital Programme Delivery team carries out the large cyclical works, which includes the renewal of life expired components, to the Council's housing stock using the BREYERS Group and MEARS Projects as our two main capital contractors.

These two contractors were selected following an extensive and highly competitive selection process in 2010 which involved placing an advert following the OJEU rules*.

Tenants, leaseholders and officers were all involved in the subsequent interviewing and assessment of the presentations submitted by all of the contractors.

As part of this process the tendered rates were given a weighting of 70%, with the quality of the submission making up the remaining 30%. As part of the process all contractors were required to submit their prices on a schedule of items devised by the Council to reflect the most commonly reoccurring items of works, this schedule then became their schedule of rates, and this is what each contractor was judged on under the Value For Money part of the process.

The current capital works contracts allow for us to award contracts with BREYERS and MEARS up to a maximum 10 year period; however this is split into 3 different sections. The first period is for a 4 year term, the second period is for a 3 year term with the third period for another 3 year term.

Extensions to the second and third term are dependent upon the contractor carrying out the capital works to a satisfactory standard, the Council can then choose to extend the contract for a further two 3 year periods, so the contractors could possibly benefit if they work to a satisfactory standard to a 10 year contract.

Since these two contractors were successful their submitted schedule of rates became the agreed rates that we now pay them, this is of course subject to an annual indexation clause within the contract to reflect inflation, which is calculated by using the September's General Index of Retail Prices (RPI) figure released by the Office of National Statistics.

We therefore do not tender each contract as we have already carried out this exercise, the contractors are at liberty to use their own supply chain and achieve the best value they can for themselves against each schedule of rates item. There is of course a "swings and roundabouts" effect to this: if the contractors are unable to carry out the works for the agreed schedule of rates then that is a loss that they will have to suffer by themselves, i.e. the Council does not subsidise the contractor when there are unable to make a profit.

* The European Union Procurement Directives establish public procurement rules throughout the European Union and apply to any public purchases above the defined thresholds. The purpose of the directives is to open up public procurement within the European Union and to ensure the free movement of supplies, services and works. The directives are enacted in the UK by The Public Contracts Regulations.

Public projects must comply with the regulations if the value of contracts is above specified thresholds. Aggregation rules apply to projects tendered in parts to prevent clients from avoiding the requirement of the regulations by simply dividing projects up into contracts that are below the thresholds.

Private projects may be required to comply with the regulations if they are publicly subsidised e.g. Lottery funded projects.

The regulations set out rules requiring that such contracts must be advertised in the Official Journal of the European Union (OJEU). This is of particular importance because, unless OJEU rules are considered in the very early stages of a project, the time taken to advertise contracts can cause significant delays (up to 52 days).

1C) The roles of the Council acting as a Client and a Delivery team

Islington Council's Capital Works Programme is currently delivered using a Term Partnering Agreement, following an extensive procurement exercise carried out in 2010 two contracts were awarded to the BREYERS Group and MEARS Projects.

These contracts determine the cost of works by using the rates tendered by BREYERS and MEARS in their submissions, but it does not give any guarantees as to quantity of the works to be instructed to the contractors, it does identify the blocks/estates to be worked on and the anticipated types of works to be carried out, which were set out in the original tender documents.

Each project is contractually described as a 'task order' under this contract. Within each project a scope of works are drawn up based on the Council's 7-year inspection programme. Works are identified which, in the Council's technical staff's opinion, need to be carried out to ensure the optimal condition of the fabric of the building for a further 7 year period.

During the pre-contract phase the Council consults with tenants and leaseholders in order to build up a view of which works are required to each block/estate. We also undertake statutory consultation under Section 20 of the Landlord and Tenant Act, which is necessary in order for the Council to recharge leaseholders a relevant portion of the works.

Owing to our particular contractual arrangement, the Council is only in a position to consult on the scope of works proposed in any 'task order'. Costs used in the 'task order' are taken from the Schedule of Rates which was agreed in the award of the Term Partnering Contract.

Both tenants and leaseholders were involved in the tendering exercise carried out in 2010.

When consulting on proposed works, it is sometimes suggested that the costs of works can be confusing to tenants and leaseholders, or that the capital works programme is not as transparent as tendering each project individually. However, the system currently in use offers a number of benefits which are considered to outweigh these concerns. These include:

i) – All leaseholders pay according to the same costs.

This method protects leaseholders from particularly high tender costs, which could occur due to particular activity in the market or a lack of interest in particular projects. This would be particularly true of low-rise blocks (under 4-stories) and street properties. This is due to the way in which rates for access are defined under

the National Schedule; an industry standard for defining rates which the Council uses.

ii) – Significant efficiency gains in tendering activities.

Tendering under public procurement rules is an onerous and time-consuming task. The use of a Term Partnering Contract simplifies this considerably by using one major tender action, instead of several hundred smaller ones. The consequence of not using this would probably be a need to increase the professional fees charged against each contract.

Three key strands of information are used to draw up a scope of works. These are:

- a) – Information gained from resident consultation meetings,
- b) – Review of the repairs history and other existing technical information relating to the building,
- c) – Carrying out of technical surveys.

It is important to note that the main reason for carrying out these works is that the Council wishes to invest in maintaining the quality and value of its housing stock. It can never be expected that the works carried out entirely meet all of the beneficiary groups' expectations, as these may conflict with the ambitions of the Council, as the freeholder, the tenants (who are the majority tenure), the leaseholders, any leaseholder sub-tenants and also those living in the local area.

If a leaseholder wishes to challenge individual costs, i.e. the rates used on each project, they must do so by challenging the award of the Term Partnering Contract.

There is a risk that by focusing overly on costs during the consultation period, we are in fact detracting away from the actual subject of consultation which is about the works we propose to carry out.

1D) How works are communicated to tenants and leaseholders

See attached examples sent out to tenants and leaseholders,

Appendix A – Resident Consultation Meeting for the Andover Estate.

Appendix B – Section 20 Consultation Meeting for Levison Way and Archway.

1E) The overall costs of the service

| <u>Programme</u> | <u>Ave £M's per year</u> |
|-------------------------------|--------------------------|
| <u>Cyclical Improvement</u> | 20.0 |
| <u>Street properties</u> | 1.0 |
| KITCHENS | 2.0 |
| BATHROOMS | 2.350 |
| <u>MECHANICAL</u> | |
| DOMESTIC GAS | 2.500 |
| COMMUNAL BOILERS | 2.0 |
| COMMUNAL VENTILLATION | 0.350 |
| <u>ELECTRICAL</u> | |
| DOMESTIC ELECTRICS (RE-WIRES) | 0 |
| COMMUNAL LIGHTING | 0.550 |
| ESTATE LIGHTING | 0.400 |
| CCTV MAINTENANCE | 0.300 |
| DOOR ENTRY MAINTENANCE | 0.450 |
| LIFT PROGRAMME | 1.250 |
| <u>WATER</u> | |
| DRY RISERS | 0.200 |
| BOOSTED WATER SETS | 0.100 |
| SPRINKLERS | 0.100 |
| WATER TANKS | 0.100 |
| <u>OTHER</u> | |
| TC / ENVIRONMENTAL | 0.500 |
| FIRE SAFETY WORKS | 1.500 |
| TOTAL | 35.65 |

The above figures are exclusive of 11% professional fees charged for each project by the Capital Programme Delivery team.

2) Supporting Information:

Examples of Guarantees received by the Capital Programme Delivery team.

Appendix C – Cavity Wall Insulation guarantee for works carried out to a property in Andover Road.

Appendix D – Roof guarantee for works carried out to Lexfield House.

Appendix E – Window guarantee for works carried out around Tufnell Park Road.

3) Key Performance Indicator data:

An example of the discussions Between the Capital Programme Delivery Team with BREYERS and MEARS

Appendix F – Minutes of the Core Group meeting held with BREYERS and MEARS dated 26th May 2015.

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Resident Consultation Meeting

for the

**Cyclical Improvement Works
(Preventive Maintenance, Repair and Redecoration)**

proposed at

BP37-1 – Andover Estate



11 March 2015

Purpose of this Meeting

- To present the proposed **delivery plan** for a major set of works at the Andover Estate.
- To give an update on progress of **preliminary works** including the pilot project at Todd's Walk.
- To **consult with residents** as part of developing a scope of works for one phase of the works; the cyclical improvement works to the 4-storey blocks.

Delivery Plan Summary

Proposed Works

The Council is proposing a major programme of works at the Andover Estate which comprise of three major types:

- Internal and external remedial works to alleviate the occurrence of **condensation and dampness** on the estate.
- **Cyclical improvement works** to ensure the optimal performance of the building fabric for a further seven years.
- Renewal of **kitchens and bathrooms** to qualifying properties.

Phasing Plan

As there are almost 1,000 properties on the estate and a complex set of works, the following phasing plan has been proposed:

- **Phase 37-1 – Cyclical improvement works and external condensation works to the 4-storey blocks.**
- Phase 37-2 – Internal condensation works and renewal of kitchens and bathrooms to the 4-storey blocks.
- Phase 37-3 - Cyclical improvement works and external condensation works to the Pyramid blocks and terraced houses.
- Phase 37-4 - Internal condensation works and renewal of kitchens and bathrooms to the Pyramid blocks and terraced houses.

Condensation and Dampness

What causes the condensation?

Condensation occurs where water vapour in the air meets a cold surface and condenses. Inadequate ventilation can cause there to be excess water vapour in the air. Mould will grow where there is a warm damp surface.

Within the Andover Estate some thermal improvement works have been carried out such as double glazing windows and cavity wall insulation, however, the ground and first floor flats have a balcony above them which is poorly insulated and this cold surface is the main cause of the problem.

In addition, many ground floor flats are single aspect and back on to unheated garage spaces. Not only does this mean there is an extra cold surface, as the flat is single aspect, they are more difficult to ventilate properly.

What works are proposed to solve this?

We are proposing to:

- internally insulate the remaining cold surfaces in the ground and first floor properties,
- improve the mechanical ventilation, and,
- re-surface all the balconies to eliminate damp penetration.

The internal works are only required in the ground and first floor properties.

We can only carry out these works within tenanted properties; however, we will be able to share the specifications with leaseholders who may wish to arrange to have these works carried out in their homes.

Preliminary Works

Pilot Project

The Council have recently completed a pilot project at Todd's Walk. The pilot works concentrated on what are some of the worst affected properties, being those with condensation and dampness within the ground floor units to the four storey blocks which have individual garages.

The works comprised of:

Internally:

- a) Removal and treatment of mould affected areas,
- b) The fitting of insulation boarding to the ceilings of the bedroom, living room, hallway and in part to the walls of the living room and in total across the rear wall of the flat wall to areas backing onto the garage behind. This incorporated all cupboards within the bedroom and kitchen areas together with the bathroom.
- c) The bathroom mechanical ventilation was completely redesigned with the ducting re-routed much more efficiently hidden behind the newly insulated hallway ceiling. Existing kitchen mechanical extract fans were checked in operation and were to be overhauled, repaired or replaced where required.
- d) Passive anti condensation natural ventilators were to be fitted to the entrance hallway and living room.
- e) Bathrooms were to be upgraded to meet decent home standards at the same time as allowing for the installation of the insulation boarding.
- f) Re-decoration was undertaken to all areas directly associated with the works.

Externally:

- a) Renewal of the asphalt balcony surface directly above the bedroom and hallway incorporating insulation, improved drainage, improved detailing to the periphery and promenade tiles/solar reflective paint to the surface.
- b) Redesign in part to the dual –pitched tiled roof and gutter located above the lounge to improve drainage-falls, insulation levels and prevent water penetration.
- c) Any defects to rainwater pipes, gutters, overflows and masonry were remedied to prevent dampness to the structure which would also exacerbate any condensation issues.

Interim Measures

In order to minimise the effects of ongoing occurrence of condensation and dampness on the estate, and to ensure the success of the upcoming proposed major works, the following measures have been taken:

A – Surveys

These works have demonstrated that these works, owing to their internal nature, are more complex than envisaged. Consequently the Council has been carrying out surveys to relevant properties to ensure that we can plan the works to minimise disruption.

B – Mould Cleaning and Fan Servicing

Mould cleaning and fan servicing has been offered to tenants on the ground and first floors which are badly affected by damp. These works are underway.

C – Gutter Clearing

Excessive build-up of leaves in gutters can cause problems of damp penetration to worsen. A programme of gutter clearing is underway.

D – Overflow Pipes

An issue relating to defective overflow pipes has also been identified on the estate and this may also exacerbate the dampness. Repair works are underway.

All of the above are interim measures designed to provide short-term alleviation from the problems of condensation and dampness experienced by residents.

Resident Consultation

Phase 37-1 : Cyclical Improvement Works

- These works will be carried out to all properties in the 4-storey blocks. A list of addresses is included below.
- As part of the works to alleviate occurrence of condensation and dampness on the estate, it is necessary to re-surface balconies which have living spaces below.
- We would also like to include **your views and observations** on necessary cyclical improvement works.

List of Addresses in Phase 37-1:

| Total = 33 Blocks / 591 Properties | | | |
|------------------------------------|---------------------|-------------------|--------------------|
| 1-24 Allerton Walk | 32-43 Bolton Walk | 41-52 Lazar Walk | 32-43 Selden Walk |
| 1-24 Andover Road | 53-64 Bolton Walk | 1-12 Mingard Walk | 53-64 Selden Walk |
| 25-42 Andover Road | 1-24 Corker Walk | 1-24 Ray Walk | 1-24 Todd's Walk |
| 7-22 Berkeley Walk | 25-48 Corker Walk | 36-47 Ray Walk | 35-46 Todd's Walk |
| 23-34 Berkeley Walk | 8-31 Falconer Walk | 53-64 Ray Walk | 52-69 Todd's Walk |
| 44-55 Berkeley Walk | 41-52 Falconer Walk | 1-24 Roth Walk | 1-24 Tomlin's Walk |
| 1-24 Besant Walk | 1-24 Hanmer Walk | 31-54 Roth Walk | |
| 41-52 Besant Walk | 41-52 Hanmer Walk | 55-66 Roth Walk | |
| 1-24 Bolton Walk | 1-24 Lazar Walk | 1-24 Selden Walk | |

What are Cyclical Improvement (CIP) Works?

- **Cyclical improvement works** are undertaken by the Council on a seven year rolling programme. They consist of both preventative maintenance works and improvement works.
- **Preventative maintenance works** are actions that are required to ensure the optimal performance of the building fabric for a further seven years. These are typically remedial and investigative works that minimise the occurrence of leaks, damp penetration and other problems which may have greater consequences if left unattended to.
- **Improvement works** are those that are necessary to ensure acceptable living conditions in the building. These are usually the addition of items or features that were not a part of the original building design but are now considered a necessity. Examples include improvements to the thermal performance of the building or addition of fire safety features.

Typical Examples of CIP Works:

- Painting all previously painted surfaces. This ensures the longevity of the weatherproofing of the fabric of the building and helps to avoid damp penetration. Internal painting would also be done to improve the appearance of communal areas and ensure adequate fire-resistance of surfaces.
- Clearing out all drainage and making repairs.
- Inspecting brickwork and concrete and repairing defects. Concrete and brickwork suffer from weathering over the years. These repairs help improve the weather-tightness of the building and avoid further deterioration.
- Repairs and renewal of roofs and windows.
- Repair of estate fencing and brick walls within the envelope of the estate.

Project Team

| Role | Name | Contact |
|---------------------------|--------------|---------------------------------|
| Project Manager (IC) | Jim Matthews | Jim.Matthews@islington.gov.uk |
| Consultation Officer (IC) | Diane Ridley | Diane.Ridley@islington.gov.uk |
| Home Ownership Unit | tbc | MajorWorks.HOS@islington.gov.uk |

IC = Islington Council

Estimated Programme

- We have a programme to commence works later this year. This is dependent on a number of factors such as the extent of works and any arising need for planning permission.
- As there are a large number of properties in this project we estimate that Phase 37-1 will take about 18 months to complete.
- Phase 37-2, the internal works and new kitchens and bathrooms will commence at the same time, and also take about 18 months to complete.
- Phases 37-3 and 37-4 to the Pyramid Blocks and Terrace Houses will commence once the earlier phases are complete.

What Happens Next?

Scheme Development

Detailed surveys will be made of the building by both the Contractor and the Council's technical staff. A scope of works will be developed up using a variety of sources including these surveys, resident observations, and repairs records.

Resident Drop-In Session

We are organising an afternoon drop-in session where all residents can meet the Project Team. This will give you the opportunity to discuss how the proposed works will specifically affect your home. We are hoping to host this session in late April / early May as by this stage we will have detailed proposals developed.

Section 20 Consultation

At this stage leaseholders will be sent a scope of works and a maximum cost of the works and be given a formal 30 day observation period.

Thank You

Thank you for attending this meeting.

If you have any suggestions or queries, please contact Diane Ridley on:

Diane.Ridley@islington.gov.uk

0207 527 7459

These will be considered in our detailed scheme development over the coming months.

If you are experiencing problems that require immediate attention, please do continue to report these to **Housing Direct** on either:

0800 694 3344

020 7527 5400

repairs@islington.gov.uk

Leaseholder Consultation Meeting

for the

Cyclical Improvement Works

(Preventive Maintenance, Repair and Redecoration)

proposed at

MP09 Levison Way & Archway

22nd October 2014

Contents

- List of Properties
- Project Team
- Proposed Works
- Proposed Programme
- Payment
- Consultation and Updates
- Questions

List of Properties

| Address | Total Properties | Leasehold Properties | Tenanted Properties |
|------------------------|------------------|----------------------|---------------------|
| 1-107 Levison Way | 106 | 31 | 75 |
| 1-30 Hargrave Mansions | 30 | 14 | 16 |
| 1-12 Calvert Court | 12 | 4 | 8 |
| 1-39 Bovingdon Close | 28 | 2 | 26 |
| TOTAL: | | 176 | 125 |

Note: There are a number of freehold properties where we will not be carrying out any works.

Project Team

| Role | Name | Contact |
|---------------------------------------|-------------------|---------------|
| Project Manager (IC) | Christopher Cooke | 020 7527 8253 |
| Consultation Officer (IC) | Richard Berwick | 020 7527 5343 |
| Major Works Consultation Officer (IC) | Alan Young | 020 7527 7753 |
| Cost Consultant (IC) | Christian Clarke | 020 7527 2352 |
| Health & Safety Manager (IC) | Stuart Fuller | 020 7527 2387 |
| Contracts Manager (M) | Theo Petrou | 07889 711 233 |

IC = Islington Council

M = Mears

Proposed Works to 1-107 Levison Way

- External Preventive Maintenance

Repairs to and cleaning off of flat roofs including entrance porch roof to ground floor units; replacement of translucent corrugated canopy over top balcony access walkway; cleaning of walls and concrete soffits and beams; overhauling, easing and adjusting windows where required and renewal of mastic seals to perimeters; overhaul ease and adjust front entrance doors where required; redecoration of all previously painted elements externally; taking up and relaying of damaged and uneven paving slabs; improving the surface water drainage adjacent to the front entrance doors; repairs to asphalt walkways and balconies where required; renewal of timber fence panels where damaged or rotten; repairs to garden store doors as required.

Internal Repairs & Decorations

Repairs to damaged walls, stairs and balustrades. Communal redecoration of all previously painted surfaces.

- Works not chargeable to Leaseholders

Kitchen and bathroom renewals to tenanted properties where qualifying, including heating and electrical upgrades. Upgrades to front entrance doors to tenanted properties to improve fire safety.

External Preventative Maintenance

Right:
Cracked and uneven
paving requiring
replacement and
relaying



Right:
Flat roof at 69-92
Levison Way
requiring minor
repairs and cleaning
off of moss and
debris.



Above:
Replace defective corrugated
canopy and repairs to asphalt
walkway and decoration of
railings

Right:
Existing uPVC
windows in good
condition to be eased
and adjusted as
required and cleaned



Internal Repairs and Decorations

Right:

Replace broken glazing, clean off
and ease and adjust skylights



Right:

Communal areas require cleaning off of
brickwork and decoration of previously-
painted surfaces



Proposed Works to 1-30 Hargrave Mansions

- External Preventive Maintenance

Cleaning down of flat roof covering and clearing and resealing of outlets and gutters; cleaning of brickwork walls and stucco rendered elements to elevations; overhauling, easing and adjusting windows where required and renewal of mastic seals to perimeter; overhaul ease and adjust front entrance doors where required; redecoration of all previously painted elements externally; renewal of damaged fences panels as required; repairs to external bin stores and front garden paths and hardstanding.

- Internal Repair & Decorations

Repairs to damaged plaster surfaces; repairs to handrails and balustrading; cleaning off of floor coverings and stair treads and associated repairs; redecoration of previously painted surfaces with Class 0 fire retardant paint to walls and stair soffits.

External Preventative Maintenance

Right:

Existing timber sash windows in reasonable condition requiring general overhaul, repairs, renewal of seals and ease and adjust.



Right:

Bin stores requiring repairs, replacement of defective roof slab and decoration



Above:

Flat roof recently recovered and in good condition – clean off and make minor repairs to parapets.

Right:

Timber fences in poor condition requiring replacement/repair



Internal Repairs and Decorations



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Above:

Communal entrance hall to 7-12 showing plaster damage to wall to be repaired and decorated



Above:

Communal areas require repairs to stairs and balustrading and decoration of previously-painted surfaces

Proposed Works to 1-12 Calvert Court

- **External Preventive Maintenance**

Cleaning down of flat roof covering and resealing of roof outlets and box gutters; ease, adjust and overhaul Crittal windows to common parts; carefully cut out defective concrete cills to windows where required, prepare existing reinforcement and reform new cills; repair and welding of metal railings where damaged and or broken; redecoration of all previously painted elements externally including hair pin railings to boundaries; repair and repointing of damage brickwork areas to boundary walls; renewal of damage concrete paving slabs adjacent to the building as required;

Internal Repair & Decorations

Repairs to damaged plaster surfaces; repairs to handrails and balustrading; cleaning off of floors and stair treads and associated repairs; redecoration of previously painted surfaces with Class 0 fire retardant paint to walls and stair soffits. Overhaul of refuse chutes.

External Preventative Maintenance



Above: Mineral felt flat roof in reasonable condition for its age requiring some repairs and cleaning off and resealing of outlets.



Above: Concrete soffit/fascia to tank room roof requiring repairs



Above and Above Right: Various concrete cills showing cracks and delamination requiring concrete repairs and renewal of window perimeter cills.

External Preventative Maintenance



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Above: Dwarf boundary brick wall requiring repointing and cleaning off of moss growth. Hairpin railings requiring repairs and redecoration



Right:
Pothole to rear asphalt path requiring repairs. Moss growth to be jet washed to clear.

Internal Repair and Redecoration

Right and Below Right:
Communal areas requiring redecoration, including metal railings, metal screen window, walls, soffits & ceilings



Proposed Works to 1-39 Bovingdon Close

- External Preventive Maintenance

Cleaning off and minor repair works to concrete tile roofs;

Renewal of timber fascia boards where rotten; cleaning of walls and concrete soffits;

Overhauling, easing and adjusting windows where required and renewal of mastic seals to perimeter;

Overhaul, ease and adjust front entrance doors where required;

Overhaul and flushing through of gutters and rainwater downpipes;

Redecoration of all previously painted elements externally including garage doors and frames.

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Above: Defective, rotted timber fascia boards requiring wood care repairs/ renewal and staining to brickwork requiring cleaning



Right:
Repainting of all previously-painted surfaces, including hairpin railings shown.

Proposed Programme

| | |
|---------------------------------------|---------------------------|
| Leaseholder Consultation (S20) Closes | 31 st Oct 2014 |
| Issue Contractor with Order | November 2014 |
| Pre-Start Residents' Meeting | December 2014 |
| Works to Commence on Site | January 2015 |
| Works to be Completed | August 2015 |
| Agree Final Account | November 2015 |

Notes: All dates are subject to successful completion of Section 20 consultation process.
A detailed programme for site operations will be available at the pre-start residents' meeting.

Payment

- Leaseholders will not be issued with invoices until the final account is agreed. At this time the Home Ownership Unit will issue a Section 22 notice which will detail the final cost of the works.

The estimated cost in the Section 20 notice represents that maximum amount that you will have to pay for the listed works.

- Islington Council offers a range of payment terms. Details of who to contact to discuss these terms will be on the final account notice.

Consultation and Updates

- **Section 20 Consultation**

Until 31st October 2014, you are invited to make observations on the proposed works and the Council will have regard for this in finalising the works, and inform you in writing of their actions within 21 days of receiving your observation.

- **Pre-Start Residents' Meeting**

This will normally take place two weeks before the works commence on site and you will receive a letter with details of the date, time and venue. At this meeting a detailed programme for the works on site will be available, together with details of site set up and other relevant information.

- **Contractor's Newsletters**

These will be issued on a monthly basis throughout the construction period to keep you informed on progress.

- **Satisfaction Surveys**

At the end of the works Islington Council will issue satisfaction surveys to enable you to give your feedback on the works.

Thank You

Thank you for attending this meeting.

Islington Council will issue minutes within 10 working days to all leaseholders.
If you have any further questions please contact your project team.

CAVITY INSULATION GUARANTEE AGENCY

25 Year Guarantee Certificate

Installed Date: 01/07/2010
 THE OWNER or Occupant
 ■ ANDOVER ROAD
 LONDON

 N7 7RA

Guarantee: **3872877**

Installer: SAVING ENERGY LTD
 Address: UNIT 19
 OBAN COURT
 WICKFORD
 ESSEX

SS11 8YB
 Phone: **0800 954 9689**

The Guarantee

Period of Guarantee - 25 years from date of installation

The Cavity Insulation Guarantee Agency (CIGA) hereby guarantees that any defect in materials or workmanship in connection with the installation by the Installer of the cavity wall insulation in the above property shall be rectified without charge subject to the terms and conditions set out below.

Your Route to Total Satisfaction

In the event that you have a problem that you believe to be caused by a defect in materials or workmanship relating to the Cavity Wall Insulation installed by the Installer referred to above:-

1. Please check (as far as is practical) that there is no obvious cause for the problem, eg blocked gutters, blocked vents, cracked masonry.
2. If this check does not resolve the problem, contact the Installer who performed the installation who will, where possible, rectify the defect.
3. If the problem still remains unresolved, contact CIGA in writing at the address given below.
4. Following this contact, CIGA will arrange for the Manufacturer or System Designer to investigate the matter and where required instigate any necessary remedial work free of charge.

Conditions

1. All defects must be reported in writing to the installer as soon as practicable and CIGA must be informed if the matter is not resolved satisfactorily within two months of reporting to the installer.
2. The guarantee is not valid if the installation has been altered or disturbed after the installation was completed.
3. Your statutory rights are not affected by this guarantee.
4. The guarantee remains valid for subsequent owners of the property and/or, where the present occupant is only the lawful tenant of the property, for the benefit of the Landlord and the Superior Landlord of the property and their respective successors as well as the lawful successors of the said tenant.
5. Any claim under the guarantee must be notified (with appropriate details) in writing to CIGA within 25 years of the Installation date. If no such notification has been received by this date CIGA shall have no liability under this guarantee.
6. These conditions set out the entire financial liability of CIGA in respect of the guarantee. Save as set out herein CIGA's total liability (for rectification work or otherwise) under this guarantee shall in no event exceed £15,000. CIGA shall have no liability if the terms of this guarantee are not complied with nor for any indirect loss, damage, costs or expenses. Nothing in these conditions shall limit or exclude CIGA from any liability to the extent that such exclusion or limitation is prohibited by law.
7. Any dispute arising out of or in connection with this guarantee which cannot be settled by negotiation shall be referred to a single arbitrator to be agreed upon by the parties or, in absence of agreement within 21 days, to an arbitrator reasonably determined by CIGA and the decision of the arbitrator shall be final and binding on the parties.

CIGA

CIGA House, 3 Vimy Court, Vimy Road, Leighton Buzzard, Beds. LU7 1FG



In partnership with



energy saving trust™

IMPORTANT DOCUMENT – KEEP THIS CERTIFICATE WITH THE DEEDS TO THE HOUSE

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Ref: 5951/10730/15yrL

15 Year Guarantee

The roof waterproofing materials (the 'Materials') manufactured by IKO PLC, trading as 'Permanite Engineered Roofing Systems', and installed on the roof of the Building by the Registered Contractor ('the Contractor') are guaranteed against defects for a period of 15 years from the date hereof and subject to the terms and conditions set out overleaf.

The roof contract details**Client:** HOLLAND WALK AREA HOUSING OFFICE**Address:** 85-88 Holland Walk, London N19 3XS**Tel. No.****Approved Roofing Contractor:** Southern Counties Flat Roofing Limited

Address: Southend Road
Rettendon Common
Chelmsford
CM3 5EE

Tel. No. 01245 401007**The Building (site):** LEXFIELD HOUSE, Highbury New Park, London N5

Description of Works: Lay Permaphalt 20mm thick in 2 coats on sheathing felt with associated details all as described in our specification letter to Holland Walk Area Housing dated 31 May 2006

Building Use:**Size:** 250m²**Date of Completion of Works:** 1 June 2006

Signed _____
(for and on behalf of the Contractor)

Date 29/1/08

Signed _____
(for and on behalf of IKO plc)

Date 28/1/08

RECEIVED
20 FEB 2008

Terms and conditions

1. The contractor undertakes to the Building Owner that the Materials will not lose their waterproofing properties due to incorrect laying or defective workmanship and that, during the period of this undertaking, the Contractor will remedy any failure of the Materials by repair or replacement in order to restore the waterproofing integrity thereof at his own cost.

2. For the avoidance of doubt the undertaking set out in paragraph 1 above shall not be deemed to include defects in the Materials caused during the course of the manufacture.

3. Permanite Engineered Roofing Systems undertakes to the Building Owner that the Materials will not lose their waterproofing properties due to manufacturing defects in the Materials and that, during the period of this undertaking, Permanite Engineered Roofing Systems will remedy any defects shown to its reasonable satisfaction to have been caused during the manufacture of the Materials by repair or replacement in order to restore the waterproofing integrity thereof at its own cost.

4. The undertaking set out in paragraph 3 above shall not include any defects caused by damage arising after the Materials have left Permanite's factory or by incorrect laying or defective workmanship. The Works must be completed in accordance with the appropriate industry Codes of Practice.

5. The undertakings on the part of the Contractor and Permanite Engineered Roofing Systems contained herein are conditional upon the following:

a) Notification in writing to Permanite Engineered Roofing Systems and the contractor specifying the alleged defect or defects within 7 days of discovering the same.

b) An opportunity being given to the Contractor and Permanite Engineered Roofing Systems to have access to the roof of the Building at all times during the term of this undertaking for the purposes of inspection.

c) Proper maintenance of the roof of the building in accordance with BS 6229: 2003, or any amendment thereto.

d) No alteration or repairs having been made to the waterproofing system except by the direction or with the express consent of the Contractor and Permanite Engineered Roofing Systems provided, however, that emergency repairs may be made to the roof necessary to protect property from damage, the Contractor and Permanite Engineered Roofing Systems not being responsible for any damage resulting from such repairs; and

e) In respect of Permanite Engineered Roofing Systems undertaking, the installation of the Materials in accordance with the specifications of Permanite Engineered Roofing Systems.

6. This undertaking replaces (so far as permitted by law) all other representations, warranties or conditions, express or implied, statutory or otherwise, including, without limitation, any warranty of merchantability or fitness for a particular purpose.

7. Without prejudice to the generality of the foregoing, the following are hereby specifically excluded from this undertaking:-

a) Liability from any damage resulting from defects in or damage from any cause to the roof substrate and/or building structure or defects in the flashing surrounding the surface covered by the Materials.

b) Liability in respect of damage caused by lightning, fires, storms and other abnormal weather conditions, acts of God, or deterioration or damage attributable to any cause other than abnormal weather conditions.

c) Liability for any damage caused by traffic of any nature on the roof or use of the roof as storage area.

d) Liability for any other damage howsoever caused (save as expressly set out herein).

e) Liability for indirect, consequential or incidental damage.

8. Payment for the materials and contract/sub contract works of which the works form part must have been made in accordance with the terms of the contract/cub contract.

9. The liability under this Guarantee shall not exceed the contract price.

10. The undertakings given herein are limited in the case of the Contractor to that set out in paragraph 1 and in the case of Permanite Engineered Roofing Systems to the undertakings given in paragraph 3 above.

11. The Contractor and Permanite Engineered Roofing Systems each undertake to the other to fulfil the undertakings respectively given in paragraph 1 and 3 above.

12. Insurance: This Guarantee of IKO PLC has the support of products liability to cover for a sum in excess of £5,000,000.



Vale Street
Nelson
Lancashire
BB9 0TA

t : 01282 618171
f : 01282 440456
e : info@sov-group.co.uk
w : www.sov-group.co.uk

VAT No. 546 4920 28
Co. Reg. No. 1089940

SOVEREIGN GUARANTEE

The guarantee given in respect of the product components will be:

- 1) PVC-u frame members and EPDM gasket: 10 years guarantee against apparent colour degradation and material deterioration.
- 2) Double Glazed Sealed Units: 5 years guarantee against breakdown.
- 3) Ironmongery & Fittings: 1 year guarantee against parts, failure or corrosion, provided simple specified maintenance procedures are followed.

Sovereign will guarantee the performance of the windows and doors and their compliance with the contract specification with respect to the fabrication for 10 years.

Sovereign will guarantee the satisfactory installation only when Sovereign has installed for a period of 12 months from installation date.

All guarantees are subject to normal usage restrictions and exclude damage or failure arising from abuse or abnormal wear and tear conditions.

This guarantee does not affect the Customer's rights in common law and by statute.

The guarantee period starts from the date specified as the supply date below.

Contract Ref: SC15858

**Property Address: Tuffnel Park Road Area, Haringey,
London, N7**

Date Installed: December 2006

**DIRECTOR ON BEHALF OF
SOVEREIGN GROUP LIMITED**



QUALITY ASSURED
REGISTERED
MANUFACTURER
AND SERVICE PROVIDER
TO THE ISO 9001
STANDARD



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Cyclical Improvement Programme Core Group Meeting

Meeting: Tuesday 26 May 2015 10:00

Location: Room B, Northway House, 257 Upper Street

Attendees: **Housing and Adult Social Services** **Breyers Group Ltd**

Chair: Christine Short (CS)
 Sinead Burke (SB)
 Gary Chapman (GC)
 Damien Dempsey (DD)

Geoff Saunders (G Saunders)
 Brett Bussey (BB)

Mears Limited
 TP Petrou (TP)
 Mark Fenton-Smith (MFS)
 Kirsty Hammond (Admin Manager)

Apologies: Aiden Stapleton (AS),

Minutes: Linda Malerba (LM)

| | Item | Action |
|-----|---|--|
| 1 | Introductions & Apologies | |
| 2 | The minutes were agreed as an accurate record of the meeting. | |
| 2.1 | <p>Actions' update from previous Core Group meeting and matters arising</p> <p>Item 2 page 2 - 5.0 – Electrical upgrade & inspection procedure It was accepted by Islington that the Electrical Inspection regime may be being taken too literally by some members of the team. CS to speak to Garrett McEntee SB had held a productive meeting with Mears attempting to solve this issue, it was agreed that she would send Breyer the minutes of this meeting and more importantly the actions agreed with Mears.</p> <p>Item 4 page 5 – 2.10 Valuations & Feedback template DD reported no existing problems with Breyer's current valuations template.</p> <p>Item 4 page 5 – 4.05 Peglars range taps replacement Decision to use Briston or XXXXXX.</p> <p>Item 5 page 5 – Safety of Service Provider Operatives Concerns raised by both Mears and Breyer that Islington's database of potentially aggressive residents was either not complete or was not capturing all incidents. CS confirmed that Islington takes this matter very seriously and a number of meetings have recently taken place to understand faults/shortcomings with the current system. It has been established that two systems were running in parallel recording information on two different databases. The matter was in the process of being resolved.</p> | <p style="text-align: center;">CS / SB</p> <p style="text-align: center;">CS</p> |

| | | |
|-----------------------------------|--|--|
| | <p>CS to liaise with AS in regards to the Consultation team’s role when incidents are reported. CS to feedback at monthly meetings.</p> <p>CS has discussed data protection at technical meetings reminding staff the importance of recording these instances. More work is needed to ensure this is happening in a consistent manner.</p> <p>Breyer reported several incidents in the last quarter. <i>(Example XXXXX incident reported to consultation officer and Ellie about 6 weeks ago).</i></p> <p>TP confirmed that any incident is flagged in the first instance to the Project Manager and Consultation Officer, but there is little help.</p> <p>TP brought up a particular incident where a resident purposely damaged finished work and chased operatives away; as a result Mears were unable to make good the damaged work. The incident was reported to XXXXX who reported it to the AHO, however TP was told to report it to the Police.</p> <p>CS asked both contractors to report directly to SB or CS if this happens again and they will take it up with individual staff.</p> <p>Defects - page 6</p> <p>There are different interpretations of what the KPI should be measuring. Both contractors are stating that the 12 months defects for K&B are too long for wear and tear in a K&B life.</p> <p>Example: door has fallen off the cupboard after 12 months, this is clearly damage.</p> <p>Breyer and Mears to report any contentious defect.</p> <p>Breyer pointed out that if residents get sent a defects letter when schemes are complete and run for 12 months it means that with big schemes some K&Bs end up with 24 months defects. Breyer is proposing to split the big schemes (Breyer scaled back schemes as they were doing 48 a week).</p> <p>TP added that they can’t have sub-contractors retention for 2-3 years for various reasons, i.e. they might not have the subs anymore or the original staff are not available etc.</p> <p>SB confirmed that the Capital teams were now issuing smaller orders and the situation should improve.</p> <p>FOI & Disclosure of rates – on-going.</p> <p>Task Orders dates – CS confirmed that the dates on the orders were taken from the Tender Acceptance Report. Item to be discussed at this meeting.</p> <p>Data protection, email system – system between Breyer and the Islington Council has been set up with forced encryption.</p> <p>KPI update reports – from the next core group meeting, the reports will be presented electronically. Breyer and Mears will either come in with their laptops or provide removable media.</p> | <p>Breyer /Mears</p> <p>Mears Breyer</p> |
| <p>3</p> <p>3.1</p> | <p>Key Performance Indicators</p> <p>Mears</p> <p>TP introduced a report updating the group with an overview of the key performance indicators (KPI), and progress on objectives of the Corporate Social Responsibilities. To note:</p> | |

| | | |
|--|---|--------------------------------|
| | <p>KPI 1 - Time Completions To be discussed at this meeting.</p> | |
| | <p>KPI 2 - Customer Satisfaction Average of 96% for the last quarter. TP advised that on all other Mears contracts the customer satisfaction survey contains 4 questions but for Islington there are 10. Mears have provided compliment letters from residents. If any of the questions comes back as very dissatisfied it is logged on a separate register and treated as a complaint. These figures are not included in the Customer Satisfaction report. Breyer have stated that this method of reporting the very dissatisfied in the complaints report does not reflect KPI2, Breyer includes all. CS asked Mears to include them from now on. TP – confirmed this method of reporting is applied to all their contracts. They are reported but on a different register. KH will add all results to the one register. CS advised that the resident engagement team will be putting forward a proposal for Islington to carry out satisfaction surveys. CS to report back.</p> | <p>KH CS</p> |
| | <p>KPI 3 – VFM Savings No major change to report.</p> | |
| | <p>KPI 4 – Training and Development 2 new apprentices one for customer care and the other for site manager.</p> | |
| | <p>KPI 5 – Health & Safety Average of 97%, excellent. 18 H&S audit carried out in the last quarter. No RIDDOR</p> | |
| | <p>KPI 6 – Percentage of Local Labour Figure decreased by 10%; new starters of which 2 are local.</p> | |
| | <p>KPI 7 – Additionality To note: Red Nose day raised £240.00 Interview skills training and mentoring workshops at Highbury Field School.</p> | |
| | <p>KPI 8 – Local/BME Firms Mears currently have 2 local contractors from a current supply chain working in Islington.</p> | |
| | <p>KPI 9 – Defects – Mears liaising with Islington keeping log up to date. SB advised that a spreadsheet was devised to keep a track of all defects. KPI 10 – Waste – recycled 99% from February to May. Mears are reporting for mastic bins and paint tins separately. KPI 12 – TP produced a list of Complaints received in the last quarter.</p> | <p>SB</p> |

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| <p>3.2</p> | <p>Breyer</p> <p>BB introduced a report updating the group with an overview of the key performance indicators (KPI), and progress on objectives of the Corporate Social Responsibilities. To note:</p> | |
| | <p>KPI 1 - Time Completions</p> <p>Breyer produced their own data. A proposed template to be discussed at this meeting.</p> | |
| | <p>KPI 2 - Customer Satisfaction</p> <p>Average score of 93%. Breyer produced compliment information as well.</p> | |
| | <p>KPI 3 – Cost savings</p> <p>In the past 2% reduction could be achieved however because of changes made previously these have already been adopted. i.e. using mast climbers instead of scaffolding etc.</p> <p>To ensure value for money can be demonstrate Breyer is proposing going forward to list other items being done i.e. different flooring and paint systems etc. GS to add list for next report.</p> | <p>GS</p> |
| | <p>KPI 4 – Training and Development</p> <p>Total of 7 apprentices and 4 new starters from August.</p> <p>Breyer have incorporated an external line where apprentices can call to discuss issues (including personal) to help them out.</p> <p>Career goals workshop in liaison with Stav Aristotle, helping out with interview skills and set goals. Work placements two weeks on site.</p> <p>Ex-offender – on hold</p> | |
| | <p>KPI 5 – Health & Safety</p> <p>Paget St/ Hermit St – poor score due to misunderstanding. GS explained that Breyer do not use scaffold tag system but a weekly log. The H&S officer has now agreed to accept the test regime from now on. The H&S officer has also marked Breyer down due to a site visits whereas he did not find the information or the office.</p> <p>Breyer have since suggested to the H&S officer to liaise with them beforehand so that they can advise where the office is.</p> <p>TP confirmed that Mears encountered the same problem and now they send an amendment to the H&S officer if anything changes.</p> <p>CS to speak to the H&S officer and ask him to amend the score.</p> | <p>CS</p> |
| | <p>KPI 6 – Percentage of Local Labour</p> <p>Above target at 41.8% various subcontractors with direct labour.</p> | |
| | <p>KPI 7 – Additionality</p> <ul style="list-style-type: none"> • Breyer Group have won Bronze Considerate Constructors Scheme 2015 for the Andover Estate Pilot scheme and Channel Islands Estate project. • Red nose day March 2015 | |

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| | <ul style="list-style-type: none"> Football Shirt Friday 17 April 2015 which raised £1,116.30 across the company for Cancer Research UK. A DIY workshop for Islington residents is ongoing. | |
| | <p>KPI 8 – Local/BME Firms – increase to 13%.</p> <p>KPI 9 – Defects – none reported.</p> <p>KPI 10 – Waste – score of 97.2%.</p> <p>KPI 11 – Cost Predictability – Breyer reported a score of 100%</p> <p>KPI 12 – Complaints – Breyer produced a list reporting 26 complaints in the last quarter with 24 closed.</p> | |
| 4 | <p>KPI 1 – proposed template (programme & orders)</p> <p>CS produced a draft template to report KPI 1 and proposed to have the programme attached to the order to ensure it is issued with the correct dates.</p> <p>CS confirmed that when the task price is agreed PM should ask for the programme.</p> <p>CS to finalise template populate all schemes and circulate.</p> | CS |
| 5 | <p>Risk Register</p> <p>Item 9 – concerns about staff retention to be kept in check.</p> | |
| 4 | <p>Data Protection</p> <p>SB there is the possibility to have drop box to load large files.</p> <p>SB to liaise with Paul Tobin to set up and report back to next meeting.</p> <p>TP – some contractors do use a portal with link and use password.</p> <p>LM to enquire with Digital Services if a portal can be set up.</p> | LM |
| 6 | <p>AOB</p> <p>Satisfaction Survey questions – TP stated that the 10 questions were given to Mears by IC and cannot be changed. LM to speak to Sandra Butler.</p> | LM |
| | Next Core Group Meeting – 22 September 2015 at 10:00 | |

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SCRUTINY REVIEW INITIATION DOCUMENT (SID)

Review: Capital Programming

Scrutiny Review Committee: Housing Scrutiny Committee

Director leading the review: Simon Kwong

Lead Officers: Christine Short and Damian Dempsey

Overall aim: To investigate how contractors are selected; to look at opportunities for using local labour; to explore who determines what works are undertaken.

Objectives of the review:

- To identify the different types of capital works carried out
- To evaluate how the Council's capital works contractors are procured
- To consider the costs associated with the capital works programme
- To measure the satisfaction of tenants and leaseholders with capital programming
- To consider how works are planned, prioritised, and communicated to tenants and leaseholders
- To consider if capital works can be used to drive local employment
- To identify any areas for improvement

How is the review to be carried out:

Scope of the Review

The review will focus on:

1. Capital Works

- The types of capital works carried out
- Planning processes and asset management data base
- How capital works are prioritised
- Who determines what works are undertaken

2. Procurement of Contractors

- Procurement processes
- Types of contract available
- The quality of completed works and guarantees
- Comparisons with other local authorities and registered providers

3. Local Labour

- Conditions contained within contract
- How much local labour is currently used
- Other options available to encourage this

Types of evidence:

1. Documentary evidence including
 - Contextual report/presentation
 - Service policies and strategies
 - Service evaluations and performance indicators

2. Witness evidence including
 - Officer presentations
 - Representatives of the Council's capital works contractors
 - The views of tenants, leaseholders and ward councillors, including unmediated written evidence

3. Possible site visit

Additional Information:

| Programme | |
|---------------------------------|----------------------------------|
| Key output: | To be submitted to Committee on: |
| 1. Scrutiny Initiation Document | 13 July 2015 |
| 2. Draft Recommendations | 18 January 2016 |
| 3. Final Report | 26 February 2016 |