

## Property Management – Review of Operations in 2009-10

### Major works.

#### Bathroom Refurbishment

The bathroom contract continued in the Langstracht area of Aberdeen. One Call Property Management started in November 2008 and after initial teething problems they have become accustomed to the work and their performance was acceptable. Some 95 properties were completed throughout the contract with only 3 people expressing any level of dissatisfaction with the works overall. The contract was completed £1k under budget.

#### Bathroom Renewal Contract 2007~9

Info provided by TF before contract	Very Satisfied	37%	81%
	Satisfied	44%	
	No Sure	9%	9%
	Dissatisfied	7%	11%
	Very Dissatisfied	4%	
Info provided by contractor before contract started	Very Satisfied	36%	84%
	Satisfied	48%	
	No Sure	2%	2%
	Dissatisfied	13%	14%
	Very Dissatisfied	2%	
Quality of workmanship	Very Satisfied	59%	88%
	Satisfied	29%	
	No Sure	2%	2%
	Dissatisfied	11%	11%
	Very Dissatisfied	0%	
& friendliness during contract	Very Satisfied	62%	92%
	Satisfied	30%	
	No Sure	6%	6%
	Dissatisfied	2%	2%
	Very Dissatisfied	0%	
Info provided by contractor during contract	Very Satisfied	42%	82%
	Satisfied	40%	
	No Sure	9%	9%
	Dissatisfied	7%	9%
	Very Dissatisfied	2%	
Info & assistance provided by TF during contract	Very Satisfied	35%	89%
	Satisfied	54%	
	No Sure	4%	4%
	Dissatisfied	5%	7%
	Very Dissatisfied	2%	
Progress of contract once work had started	Very Satisfied	51%	84%
	Satisfied	33%	

	No Sure	0%	0%
	Dissatisfied	11%	16%
	Very Dissatisfied	5%	
Overall satisfaction with the finished work	Very Satisfied	51%	84%
	Satisfied	33%	
	No Sure	11%	11%
	Dissatisfied	4%	
	Very Dissatisfied	2%	
Total No. of Replies		72	

### Kitchen 45

The kitchen contract which was awarded to Muirfield Contracts in 2008 was extended into 2009 at the same rates as was originally envisaged. In total 130 kitchens were installed over the two years, primarily in the Garthdee and Peterculter areas, but including some Mortgage to Rent, several 'one off' properties and a couple of 'Kitchen Choices' properties. The contractor performed well and 97% of members were satisfied with the outcome of the works. The contract was completed ~£50k under budget.

#### Kitchen Refurbishment Garthdee Ph 2 2009-10

Info provided by TF before contract	Very Satisfied	35%	94%
	Satisfied	58%	
	No Sure	6%	6%
	Dissatisfied	0%	
	Very Dissatisfied	0%	
Info provided by contractor before contract started	Very Satisfied	34%	84%
	Satisfied	50%	
	No Sure	13%	13%
	Dissatisfied	3%	
	Very Dissatisfied	0%	
Quality of workmanship	Very Satisfied	50%	94%
	Satisfied	44%	
	No Sure	6%	6%
	Dissatisfied	0%	
	Very Dissatisfied	0%	
& friendliness during contract	Very Satisfied	64%	96%
	Satisfied	32%	
	No Sure	4%	4%
	Dissatisfied	0%	
	Very Dissatisfied	0%	
Info provided by contractor during contract	Very Satisfied	42%	87%
	Satisfied	45%	
	No Sure	6%	6%
	Dissatisfied	6%	
	Very Dissatisfied	0%	
Info & assistance provided by TF during contract	Very Satisfied	50%	91%
	Satisfied	41%	
	No Sure	9%	9%

	Dissatisfied	0%	0%
	Very Dissatisfied	0%	
Progress of contract once work had started	Very Satisfied	68%	97%
	Satisfied	29%	
	No Sure	0%	0%
	Dissatisfied	3%	
	Very Dissatisfied	0%	
Overall satisfaction with the finished work	Very Satisfied	65%	97%
	Satisfied	32%	
	No Sure	0%	0%
	Dissatisfied	3%	
	Very Dissatisfied	0%	
Total No. of Replies		57	

### Energy Conservation

We continue to work towards achieving 100% compliance with the Scottish Housing Quality Standard in 2014. All of the work, under the SHQS, related to Energy Conservation works where 45 properties were brought up to standard. Only 50 properties remain below standard. We have continued to convert properties with Electrical Storage heating to gas heating, where there is mains gas supply and where the tenant agrees. Currently only 28 properties now have such heating and we are about to replace 11 of these with Air Source heat pump systems. Overall this budget was £3.7k underspent (taking into account £20.8k grant received)

The external wall insulation to the properties at Scotstown and Collieburn properties in Peterhead continues. This has progressed very slowly and was stopped over the winter months. The main contractor has recently appointed a subcontractor to complete the works and it will be complete in early June 2010.

63 individual boilers were replaced during the year also improving energy efficiency. This budget was £8.8k overspent.

### Landscaping

Landscaping contracts were tendered for the 2009 season. Contracts were awarded to;

ISS Waterers – Arbroath

Findlay Clark – Bressay Brae

Aberdeenshire Council – all other areas

Initially Findlay Clarke were awarded more areas, but after poor performance the contracts were removed and awarded to Aberdeenshire Council, who have performed well.

### Communal Cleaning

Cleaning of communal areas was tendered early in 2010 and new contracts started in February 2010. Work was awarded to;

Grampian Housing – Sunnyside Court and Pitmedden Crescent

Superior Cleaning – Port Elphinstone

Both contractors have performed well.

## Painterwork

This contract was retendered on a quality price basis. Two contractors provided similar costs and after a meeting with both contractors and several committee members the work was awarded to Bell Group UK.

Most of the operational personnel had changed from MITIE the previous year, so they were aware of our requirements and the contract ran well. Because of the requirement to retender and the very poor weather, at the end of last year and the beginning of this year, fewer than expected properties were painted and the budget was £47k underspent. This has not led to any problems with the breakdown of underlying structures.

## Gas heating, Maintenance & Annual service

Annual servicing remains at a high level. As per quarterly reports.

## OT Work

Occupational Therapy works have remained at a high level and by September 2009 our original budget allocation from the Scottish Government was spent. Unusually the Government did not provide additional funds and we had to stop any more works, with some £30,000 of works in progress, this was recouped, before the end of the financial year. There is now a substantial backlog of recommended adaptations.

## Reactive Repairs

There were 3,040 individual repairs instructed last year which was a 7% increase over the previous year. Contractor performance remained very good with 96.9% being completed on time.

Category	Target Time	No of Repairs	No within Target	% within Repairs
Emergency	4hrs	87	87	100.00
Urgent	3 Days	253	241	95.26
Routine	10 Day	2462	2382	96.75
Void	5 Days	230	226	96.26
Right to Repair	1 Day	17	17	100.00

## Contractors

Contractor remained substantially stable throughout the year.

Our main contractor in Aberdeen, 'One Call Property Maintenance', has remained good performers at reasonable cost. There have been occasional 'glitches' but these have been attended to effectively.

In Peterhead some of the plumbing work has been allocated to Strachan as opposed to Duthie and this has proved successful

Bancon (formerly Banchory Contractors), who do work in Banchory, Aboyne, Ballater area have improved their performance and are now good performers.

In other outlying areas we have used other smaller contractors, generally with reasonable success.

A full report on contractor performance, costs etc. will follow.

### Capita Housing Management software

No changes were made to the system.

### Right to Repair

No claims have been sought from Members under the Right to Repairs scheme.

### Mortgage to Rent

5 Properties were obtained through the 'Mortgage to Rent' scheme. 9 others were declined by us, because of the condition of the properties.

### Kincardine

There were no issues at Kincardine Housing Co-operative.

### Policies and Strategies.

The only policy reviewed was the Sustainability Policy, which by its nature is reviewed biannually.

### Risk

Operational risk was reviewed in November 2009.

The highest propriety risk has been identified as;

- Poor structural condition of particular properties. Score 21
  - Properties considered to have a risk of being in poor structural condition are surveyed on an ongoing basis. A sample will be surveyed on 2010
- Disproportionate increases in contractors labour costs for reactive repairs Score 21
  - Because off the current economic climate and shortage of work, contractor's rates have not increased by more than inflation.

### Schedule 7

Major works were carried out on the following Committee Members homes;

Name	Address	Area	Works
**	Granary Court	Port Elphinstone	None
**	Hillside	Pitmedden	None
**	Fara Close	Aberdeen	None
**	Pitfour Court	Peterhead	None
**	Aboyne Terrace	Aberdeen	Kitchen replacement as part of Major programme

**	Coronation Road	Peterculter	Kitchen replacement as part of Major programme
**	Kemhill Park	Kemnay	None
**	Slains Court	Peterhead	None
**	Lismore Gardens	Aberdeen	Bathroom replacement as part of Major programme
**	Cooperage Square	Peterhead	None
**	Southern Close	Arbroath	None
**	Coronation Road	Peterculter	Kitchen replacement as part of Major programme
**	Aboyne Terrace	Garthdee	Kitchen replacement as part of Major programme
**	Cooperage Square	Peterhead	None
**	Carnarvon Street	Glasgow	None