

# HRA Capital Projects



Update for Tenants Forum  
November 2014



**Welcome to your new look monthly Asset Management Report for November 2014 report.**

**As you know, the report was created to provide members with information on the services we as a Council offer, plans for development and any improvements we are planning. Previous reports have done that, however, as we strive to continuously improve the products we deliver, it was felt a refreshed report would help further engage members and promote ever improving lines of communication between the Council and its housing customers.**

**As 2014 draws ever closer to an end, it is a good time to reflect on the achievements of the year. The Property Team, working with colleagues within the Housing Team, Environmental Care and external sub contractor partners have so far delivered a significant amount of work, increasing the delivery and standard of products such as kitchens, bathrooms and External Wall Insulation, which we will be looking at later in the report, and maximising the annual budget by utilising external grant funding streams. You will all have heard about Homes For The Future, and hopefully seen the logo dotted around the borough as the brand starts to become a reality and starts to positively impact customers not just for today, but for well into the future – keep posted for more updates!!**

**Work has also begun on a 10 year stock investment programme, following the successful re-population of the Council's asset management database, which will allow the Council to accurately project future years programmes, and indeed expenditure, which will help both new and current housing customers understand when they will be receiving investment to their homes – exciting times indeed!!!**

**I hope you find this update interesting and informative, we are always open to your suggestions and comments, and hopefully there will be a number of you who speak up and ask questions on the night – hopefully ones we can answer!!**

**Enjoy, and as always, thank you for your continued support,**

***Darren***

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**In this months edition, we will look at:**

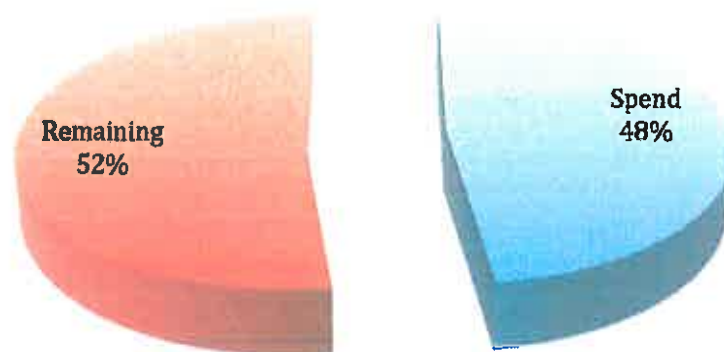
- 1. Finance update: Current position of the 14-15 capital budget with brief headline commentary.**
- 2. Programme update: Number of homes invested in, brief progress updates from site.**
- 3. Focus on – External Wall Insulation: A look at one of the key products the Council is looking to utilise as part of it's Homes For The Future initiative.**
- 4. Housing Property Team update: How the team is shaping up, any new faces.**
- 5. Customer involvement: Getting you to become part of our team!!**
- 6. A final thought.....**





# 1. Finance Update

## 2014-15 Budget vs Spend



The current budget spend sits at £1,730,000 versus an annual budget of £3,600,000, which equates to 48% expenditure thus far.

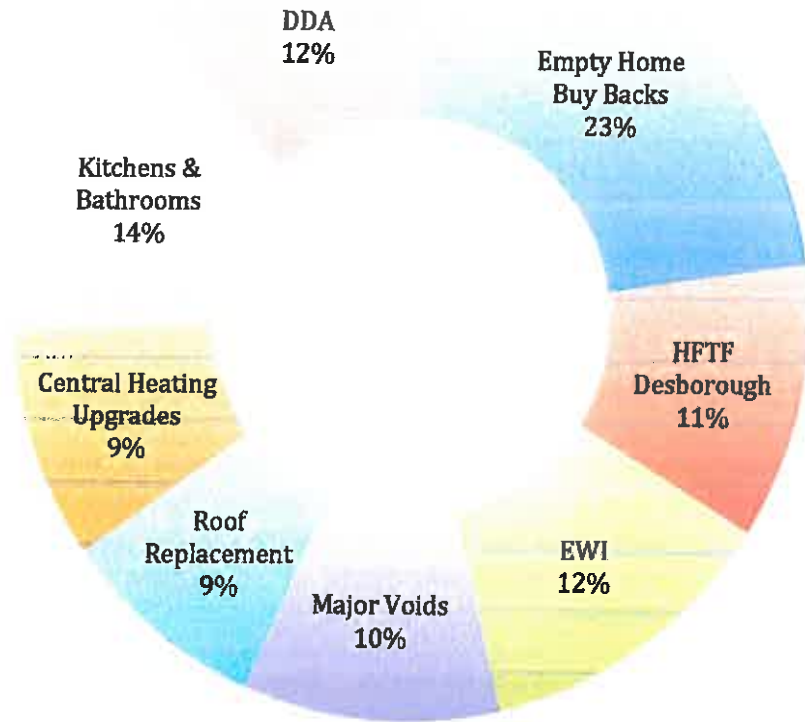
All projects, bar the recently procured External Walkway & Staircase improvement project, are now on site and well underway.

All projects have been procured and have either been approved or are awaiting sign off before commencing.

The budget has been forecast 100% expenditure by March 31<sup>st</sup> 2015.

Key areas of expenditure are as follows:

## Actual Spend to date



***Top 8 capital works projects, in value, completed across Housing & Environmental Care for 2014-15***



## 2. Programme Update

### The headlines:

- **44 properties have had new EWI, door and canopy products installed. Project is now at snagging stage and will be completed entirely by the end of November 2014.**
- **30 properties have enjoyed new kitchens, with the programme, delivered through Environmental Care, due to complete at the end of the year. Work has already begun on surveying the programme for 2015-16, which will include a large chunk of bathrooms, which were not accommodated in this years programme, due to lack of viable condition information.**
- **Homes For The Future Desborough Phase 2 has commenced!! This project will ensure that the remaining Addison Road properties will be fully refurbished to the new brand standard, working with our external contractor partner, G Purchase Ltd. The first two properties are due to be delivered before the Christmas break.**
- **Hampden Crescent HFTF is on the move!! Consultants have been procured, and the first offerings of a scheme are now underway. Target for issuing to tender is early 2015, and Phase 1 of the project should be hitting site very soon after April 2015.**
- **Three phases of roofing replacements have been undertaken this year, to ensure that the Council catches up following it falling short on the programme last year. In total, xx properties will have received new roof products, and the project is likely to run right up until the end of the financial year.**
- **GRP door upgrades – 333 properties completed, the project completed at the end of September, with a 100% installation success rate – on cost, on time!!**
- **£100K project procured to upgrade and resecure a number of the external walkways and staircases around the borough. Areas include Scott Road, Dahlia Road and Marion Square and the project, if approved should commence before the end of this year.**
- **Car park resurfacing projects have all been completed.**



## 3. Focus On: EWI

**Insulating a property's solid walls could cut heating costs considerably, because solid walls let through twice as much heat as cavity walls do. The good news is they can be insulated!!**

**If your home was built before 1919, its external walls are probably solid rather than cavity walls. Cavity walls are made of two layers with a small gap or 'cavity' between them. Solid walls have no gap, so they let more heat through.**

**Solid walls can be insulated – either from the inside or the outside. This will cost more than insulating a standard cavity wall, but the savings on your heating bills will be bigger too.**

**External wall insulation:**

**can be applied without disruption to the household**

**does not reduce the floor area of your home**

**renews the appearance of outer walls**

**improves weatherproofing and sound resistance.**

**fills cracks and gaps in the brickwork, which will reduce draughts**

**increases the life of your walls by protecting the brickwork**

**reduces condensation on internal walls and can help prevent damp**

**is best installed at the same time as external refurbishment work to reduce the cost**

**may need planning permission, dependent on the area.**

**requires good access to the outer walls**

**is not recommended if the outer walls are structurally unsound and cannot be repaired**

## FAQs

**Q: How much could you save by insulating your solid walls?**

A: Between £200-£500 per year depending on the type of property [*Energy Saving Trust 2014*]

**Q: How much does it cost to install EWI?**

A: The average cost to install EWI is £16k per property, however KBC secured grant funding that reduced this by around £6k per property in this current years programme.

**Q: How do I know if my home is of solid wall construction?**

A: You can tell is by measuring the width of the wall. Look at an external wall window or door and if the brick wall is less than 260mm, then it is likely a solid wall, while if it is greater, it is probably a cavity wall.

**Q: When will my property be due for EWI?**

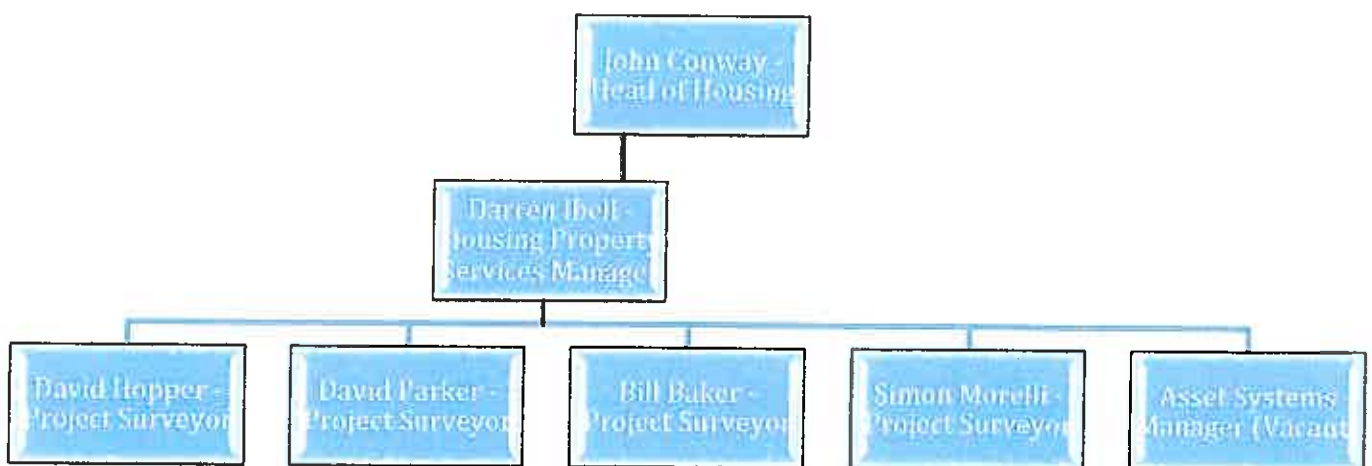
A: The Council is presently rolling out its EWI programme, and is forecasting that, depending on budget provision, all solid wall Council properties will be installed with the product by 2020. This may be sooner if Government grant funding streams are made available.

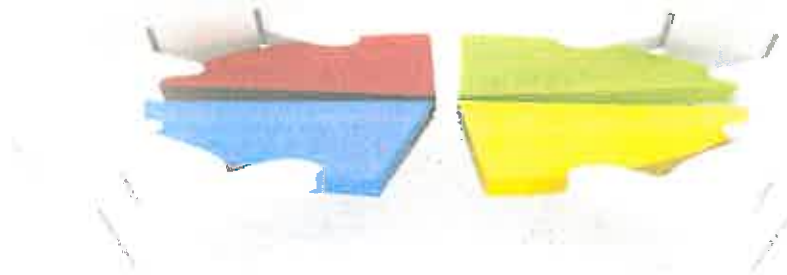




## 4. Property Team Update

- The department's Asset Systems Manager, Nick Thompson, has left the business, as of 31<sup>st</sup> October 2014. Recruitment for his replacement has begun, and in the meantime his role is being covered by a number of colleagues within the Housing Team.
- Simon Morelli has joined the Housing Team as a Project Surveyor, from Northampton Council, and will be working Property Team to deliver a number of key capital investment projects.
- Bill Baker, David Hopper and David Parker make up the team, and continue to work at providing quality services to customers through the projects they deliver.





## 5. Customer Involvement

- Currently we only have one member of the tenants forum engaged on this years capital programme.
- Customer satisfaction feedback rates are extremely low, only around a 5% return rate this year.
- There is a real need for customers, either from the forum or outside of it, to get involved and make a real difference!!!
- Help required to spread the word in relation to gas access, abortive calls, the truth about asbestos and reducing unnecessary calls into the Council
- Any ideas / suggestions?

# 6. A final thought.....

## Starters for 10: cut out and keep stats

### ● Health

Children living in acutely bad housing are

**20%**

more likely to attend A&E than other children.

### ● Education

**25%**

of children in bad housing gain no GCSEs compared with around

**10%**

not living in bad housing.

### ● Employment

Housing associations have spent

**£200m**

in the past five years on projects to help workless residents.

### ● Sustainability

Every

**€1**

spent on energy efficient housing

**saves €0.42**

in health costs.

### ● Anti-social behaviour

Early intervention by housing management staff resolves about

**75%**

of ASB cases.

### ● Inequality

Average council rents in England are

**£3,339**

a year, compared with

**£6,696**

in the private sector.

### ● Supply

Social landlords contributed almost

**a fifth**

of the

**182,551**  
**new homes**

built in the UK in 2008.

### ● Vulnerable people

**Every £1.60**

of taxpayers' money spent on Supporting People, the government's supported housing programme,

**saves £3.41**

from other services.

Sources: Shelter, Cecodhas, CIH, Housemark, CLG, Cap Gemini