

Agenda Item	14.
Report No	NBS 23/15

HRA Capital Programme Update

Report by the Director of Community Services

Summary

This report provides information to Members on the status of the Housing Revenue Account Capital Projects within the Nairn and Badenoch and Strathspey Area and information on the survey of Tenant satisfaction with HRA Capital Programme works in 2014-15.

1. Background

- 1.1 At the Area Committee on 18 March 2015 Members agreed that arrangements be made for progress reports on housing capital projects in the Area to be submitted to future meetings of the Committee. The status of the current capital projects for the Area is given in **Appendix 1** as provided by colleagues in Development & Infrastructure. The approved work is targeted in order to meet the Council's commitment to achieving the Scottish Housing Quality Standard.
- 1.2 The HRA Capital Programme for 2015/16 was approved by the Community Services Committee in February 2015. The bulk of the programme is committed to completing contracts to achieve the Scottish Housing Quality Standard (SHQS). The programme also includes additional resources for Adaptations for disabled tenants and other priority work. This has been allocated pro-rata by housing stock, with £47,040 for Nairn and £38,390 for Badenoch and Strathspey for adaptations. For other projects the allocation is £94,000 for Nairn and £77,000 for Badenoch and Strathspey. The total HRA Capital Programme which relates to projects for Nairn and Badenoch and Strathspey for 2015/16 is £11.648.5m. Members will note that Areas other than Nairn and Badenoch and Strathspey are being dealt with by these projects.
- 1.3 Everything is being done to ensure that in particular the SHQS programme is completed as quickly as possible.

2 Current and Proposed Capital Projects

- 2.1 As mentioned in 1.1 an update for Members on the 2015/16 programme is given in **Appendix 1** which has been amended to include Spend to Date in 2015/16, Estimated Outturn in 2015/16 and the Approved Project Cost.
- 2.2 At the last Nairn and Badenoch and Strathspey Area Committee on 10 June 2015 the proposed projects for Area Priority for Discretionary Spend for 2015/16 were approved. These will take up the £94,000 for Nairn and the £77,000 for Badenoch and Strathspey and are included in **Appendix 1**.

3 Tenant satisfaction with HRA Capital Programme works 2014-15.

- 3.1 In response to Members comments on heating installations at the 10 June 2015 Area Committee the Area Community Services Manager advised that a tenants' survey would be undertaken.
- 3.2 As part of our Annual Charter Return to the Scottish Housing Regulator, Community Services has to provide details of tenant satisfaction. This includes satisfaction with capital works. We carry out these satisfaction surveys on an ongoing basis at all

properties where we have carried out capital works. The core format of the surveys is a phone survey carried out by Business Support and we have also carried out postal questionnaires.

- 3.3 The survey has been completed for capital works carried out in 2014/15 with the survey questions based on new guidance from the Scottish Housing Regulator and developed following guidance from independent customer survey agencies such as Ipsos Mori.

The survey results indicate:

84.3% of respondents were very/fairly satisfied with the information they got from the Highland Council before work started;

92.5% of respondents considered the contractors helpful if they had to speak to them;

88.7% of respondents were very/fairly satisfied with the quality of the completed works; and

88.8% of respondents who had heating installed would recommend their system to other tenants.

The survey feedback is used to help identify any performance issues or tenant concerns relating to capital works.

4. Implications

- 4.1 **Resources:** There are ongoing resource implications for future capital works which are subject to formal approval by the Community Services Committee of these budgets for future financial years.
- 4.2 **Legal:** There are no known legal implications.
- 4.3 **Climate Change / Carbon Clever:** Investment in heating and energy efficiency through the HRA Capital Programme contributes to Council policy.
- 4.4 **Rural:** there are challenges in achieving the Scottish Housing Quality Standard in rural areas which do not have access to mains gas supply.
- 4.5 There are no known specific equality, Gaelic or risk implications arising from this report.

5 Recommendation

- 5.1 Members are invited to note the status of current Capital projects contained in this report and the results from the survey of Tenant satisfaction with HRA Capital Programme works 2014-15.

Designation: **Director of Community Services**

Date: 4 September 2015

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Project	Project Title and Location	Comments	Contractor	Status	Spend to date £k 2015/16 (3/9/2015)	Estimated Outturn 2015/16 £k	Approved Project Cost £k
HCC0422	Heating upgrades, Lochaber, Badenoch & Strathspey, Nairn and Inverness. Upgrade heating systems to air source, stoves and quantum electric from Total Heating Total Control, solid fuel and electric boilers.	24 Badenoch & Strathspey properties, 3 Nairn properties of the 126 in the project.	UKFM Group	Issues resolved with contractor; work on site from end May 2015 with completion at end of March 2016.	330.2	1,049.6	1,374.9
HCC0424	Heating upgrades Lochaber, Badenoch & Strathspey, Nairn and Inverness. Upgrade heating systems to air source, biomass, stoves and quantum electric from Total Heating Total Control, solid fuel and electric boilers.	81 Badenoch & Strathspey properties, 19 Nairn properties of the 229 in the project.	Easy Heat Systems	Work progressing, remaining 120 properties left on this project are to be integrated into HCC0462 – Lochaber, same contractor, to improve programme management, design management to achieve completion of work by end March 2016.	642	1,433	2,341.5
HCC0459	Heating upgrades, Badenoch & Strathspey, Nairn Upgrade electric and solid fuel systems with predominantly Stoves and Quantum Electric and some Biomass	129 properties - 10 Nairn, 119 Badenoch & Strathspey. This is a "Scape" project. Scape is a procurement framework owned by four Local Authorities used exclusively to achieve efficiency in public sector works. The Council's Scape partner is Kier Construction Ltd.	Scape- Kier	Review of project scope and cost undertaken, now complete Start date amended from June 2015 to commence 8 September 2015 and complete by end December 2015.	0	2,550	2,808.1

Project	Project Title and Location	Comments	Contractor	Status	Spend to date £k 2015/16 (3/9/2015)	Estimated Outturn 2015/16 £k	Approved Project Cost £k
HCC0460	Heating upgrades, Nairn and Inverness. Upgrade electric to gas.	314 properties, 20 Nairn at McLean Court. Also added in from HCC0497- Inverness, 12 at Moss-side Brae and 21 at Claymore Gardens, King street.	MacLeod and Aitken	Work progressing, to complete, end December 2015.	645	845	1,753
HCC0463	Heating upgrades, Lochaber Badenoch & Strathspey, Nairn and Inverness. Upgrade heating systems to air source, biomass, stoves and quantum electric from Total Heating Total Control, solid fuel and electric boilers.	This is a "Scape" project. Scape is a procurement framework owned by four Local Authorities used exclusively to achieve efficiency in public sector works. The Council's Scape partner is Kier Construction Ltd. 4 Badenoch & Strathspey properties, 2 Nairn properties of the 180 in the project.		Review of project's scope and costs was undertaken, now complete. Start date amended from June 2015. Work to commence 22 September 2015 with completion by end March 2016.	0	2,700	3,200
	Area priorities for discretionary spend						
Nairn	Upgrade of electric heating systems to gas. Upgrade from old gas back boiler to wall mounted gas boiler where previous tenant declined upgrade.	14 number 2,3,7,9 Glebe Cottages, Auldearn 12,16,17,18,20 Shiel Square, Nairn. 7,15,19,21 Woodside Crescent, Achareidh 22 Lochdhu Gate, Tradespark, Nairn		Work in progress to source suitable contractor/s to carry out the work.	0	74	74
Nairn	One-off items such as replacement kitchens, heating etc arising during course of the year.			Works completed via local Maintenance Officer – kitchen and bathroom improvements.	19	19	20
Badenoch & Strathspey	Failing plastic double glazed units.	13 number 5,7,15,17,19 Cluny Terrace, Kingussie 4,13,18,19,23,25,33,35 Clune Terrace, Newtonmore		Work in progress to source suitable contractor to carry out the work.	0	65	65

Project	Project Title and Location	Comments	Contractor	Status	Spend to date £k 2015/16 (3/9/2015)	Estimated Outturn 2015/16 £k	Approved Project Cost £k
Badenoch & Strathspey	Original kitchen fittings in poor condition	3 number 1,2,4 Tom-An-Uird View, Cromdale		Work in progress to source suitable contractor to carry out the work.	0	12	12
				Total	1,636.2	8,747.6	11,648.50