

**2009-2010
Service Excellence Plan**

Property Services

1. Performance Management and Continuous Improvement

Objective: Delivery of Annual Capital Programme ,Ensure Compliance with Statutory requirements, Building Regulations and H+S recommendations.

| Target | Task | Who | By when | Milestones | Impact and cost assessment |
|--|---|-----|----------|--|----------------------------|
| 100% Gas Servicing undertaken annually | Produce monthly performance data on gas servicing rates | JM | Ongoing | Monthly performance published in AHB and Service Delivery Sub Committee. | H/M |
| | Enforcement action taken against all non access cases. | JM | Ongoing | NSP served monthly Saturday Servicing undertaken weekly Injunctions used on appropriate cases Environmental Protection Act injunctions used on appropriate cases. | H/M H/L H/H H/H |
| | Monitor service delivery timescales with Brent In House Legal | JM | Ongoing | Discussion meeting held January 08 Implementation date 1/3/08 | M/L |
| 100% Risk Assessment of communal cold water storage tanks. | New Programme of risk assessments to be prepared | PW | April 09 | | M/L M/L |
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| Target | Task | Who | By when | Milestones | Impact and cost assessment |
|---|--|-------|----------|---|----------------------------|
| Implementation of BHP Legionella Strategy | Implementation of water services risk assessments in 10% of residential dwellings. | JM/GP | April 09 | Hertel undertaking works from December 08. | M/M |
| | Training of BHP Void Operatives re Legionella. | JM | complete | | M/M |
| | Asbestos awareness training for R+V staff | JM | May 09 | | M/I |
| | Asbestos database populated with new survey data | JM | Ongoing | Monthly performance report confirms asbes works undertaken. | L/L |
| Implementation of BHP Asbestos Management Strategy. | | | | | L |
| Implement Fire Risk | | | | | |

| Target | Task | Who | By when | Milestones | Impact and cost assessment |
|---|---|-------|------------|---|----------------------------|
| Assessment Surveys | Recruit fire risk surveyor | JM | Dec 08 | Complete | H/M |
| Completion of Capital Works Lift Programme | Refurbish lifts at Kilburn | PW | April 09 | Leaseholder Consultation Completed April 08 Works contract commence May 08 | L/M |
| Prepare for Digital TV switchover | Recruit additional staff to manage works programme | JM/PW | July 09 | | M/H |
| Publish annual cyclical decorations programme | Prepare programme prioritised following surveyor inspections and recommendations | GD | Complete | Captail Investment requirements submitted to Brent Council May 07. BHP working with Brent Council to review HRA position by June 2010. | H/H |
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| Maintain Housing Stock to Decent Homes Standard | Undertake planned HHSRS stock condition surveys to assess stock against revised decent homes guidance. Complete year 1 external decorations /windows programme to prevent homes falling into non decency | GD | March 08 | Revised Decent Homes position submitted to CLG quarterly | M/M |
| | | GD | April 09 | | H/H |
| Achieve annual SAP rating target. | Ongoing programme of loft insulation and cavity wall insulation programme. | JM | Sep 09 | | H/M |
| Undertake further Tackling Overcrowding Programme for 20 dwellings | 200 Dwellings to receive building extensions. | GD | April 2010 | | H/M |
| Insulation and energy saving works to 95 Non Traditional properties on Brentfield estate. | | SG | April 2010 | Tenders received feb 09 | M/M |

| Target | Task | Who | By when | Milestones | Impact and cost assessment |
|--|--|-------|---------|--|----------------------------|
| 100% of Correspondence answered in timescale | All correspondence on workflow allocated within 24 hours | SG/AL | Ongoing | Monthly EDM performance reports confirm performance. | L/L |
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| Target | Task | Who | By when | Milestones | Impact and cost assessment |
|---|---|-------|---------|--|----------------------------|
| Stage 1 Complaints answered in timescale and no escalation to stage 2 | Stage 1 complaints are answered to a high standard. | AL/SG | Ongoing | Training to be provided to ensure new staff aware of standard expected . | M/L |
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3 Diversity

Key for personnel

| Abbreviation (initials) | Post Holder (name or title) |
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