



Housing Maintenance

INTRODUCTION

Dublin City Council has a rented housing stock of circa 25,600 units and provides a management and maintenance service for those units in compliance with relevant policies, plans, legal and regulatory requirements. The Annual Capital budget for the Housing Maintenance service is approximately €43M with a Revenue Budget of circa €60M. The staff compliment in Housing Maintenance is broken down as follows:

- 397 Outdoor staff comprising of Area Maintenance Officers, Foremen, Tradesmen and General Operatives
- 38 Technical, Professional and Administrative staff
- 149 Caretakers

The services provided by the Housing Maintenance Section can be broken down into the following units:

- **Heating Business Unit** – Heating/Heating Ventilation/Retrofitting/Energy Improvements
- **Special Crews Business Unit** – Joinery Workshop, Steel Fabrication, Choke Car, Dangerous Buildings, Painting Crews
- **Adaptation Business Unit** – Ramps, Stairlifts, Bathroom Adaptations, Extensions
- **Caretakers/Cleaning Business Unit** – 149 Caretakers, Special Crews dealing with graffiti, trees, infestations, hoarders
- **Engineering/Inspectorate Business Unit** – Engineering Site Visits, Precinct Improvements Stock Inspections, Pre-Transfer Inspections, Mortgage to Rent Inspections, Disabled Adaptations, Safety Lines Installed, Roof Overlays
- **Void** – Void Turnaround, Funding applications, 2 into 1's
- **Service Repair Requests** – Managing Repair Requests, Transforming works practices to include pre-arranging appointments with tenants by phone and closing calls on site when complete, provision of ongoing training in areas and Customer Call Centre
- **Other** – Senior Citizen Alarms, Tenders(Waste, Gas Boilers, Bathroom Adaptations/Paint, Steel)Health and Safety Inspections

The following are key objectives for the Housing Maintenance Section:

- Housing Stock is maintained in a lettable condition
- Repair Request Service response that meets all legal and policy obligations
- Building Components meet with required legislative and regulatory standards
- Effective communication through the Tenants' Handbook and appropriate interaction with tenants' representatives

OVERVIEW OF MAIN SERVICES

1. Structural Repair Programmes

Dublin City Council's Housing Maintenance Service is committed to a diverse range of projects including precinct, infrastructural improvements, regulatory and fire protection works in line with available resources under the Capital Budget. This funding will enable Housing Maintenance to refurbish a significant number of social housing units. (See table below)

2. Mechanical Unit

The Mechanical Unit carries out Domestic Gas Boiler replacements and servicing for Dublin City Council's social housing stock. Replacement of old and inefficient boilers with new energy efficient gas boilers and temperature controls producing the highest efficiency output combined with fully inclusive 10 year warranty. This is resulting in substantial savings on running cost to tenants coupled with substantial saving to Dublin City Council on repair costs over the 10 year warranty period and reduced impact on our carbon footprint. It is also responsible for maintaining the Heating, Ventilation and Air Conditioning plant for its corporate sites such as libraries and non corporate sites such as senior citizen complexes and homeless buildings.

3. Energy Efficiency

Dublin City Council actively researches and pilots solutions to improve the energy performance, comfort and space standards of the existing housing stock. Phase One of an energy efficiency fabric upgrade which involved cavity wall insulation, attic insulation, roof/wall insulation, lagging jackets and draught proofing has now been completed with 7,500 properties upgraded. The average BER rating improved from an F to a C3 rating and €16.6 million saved on energy bills for the tenants. Phase Two of this programme is due to commence in late 2017 along with works being carried out under the Better Energy Community Schemes

4. Voids Programme

The Voids refurbishment programme is a key function of Housing Maintenance. The Voids Management Unit currently manages the refurbishment of approximately 900 void and newly acquired properties every year.

In addition to housing people from Dublin City Council's Housing List, the programme also allows for extensive investment in our Housing Stock. This helps 'future proof' homes and also improves the quality of life of our tenants. On a yearly basis approximately 3.6% of our housing stock is refurbished as a result of Voids Refurbishment which means it is one of the key components of Housing Maintenance's Planned Maintenance programme.

The Voids Management Unit accesses EU, Departmental and internal funding to implement the programme. The unit also manages the performance of contractors appointed under a Term Maintenance Contract and Direct Labour which is performed by eight Housing Maintenance Depots.

To date in 2017 the following properties have been refurbished and re-let in Dublin City:

Area	Central	North Central	North West	South Central	South East	Total
No. completed Refurbishments	87	99	157	206	126	675

The unit also has the following active refurbishments:

Area	Central	North Central	North West	South Central	South East	Total
No. active Refurbishments	72	55	72	130	58	387

A further 49 two-into-one amalgamations are currently on site and due to be completed in 2017. A total of 28 two-into-one amalgamations have been completed this year.

5. Extensions and Adaptations for Persons with Disabilities

Under the Disabled Persons Scheme Dublin City Council's Housing Maintenance Section carry out extensions and adaptations to existing social housing stock such as grab rails, disabled access ramps, showers and stairlifts etc. This greatly improves the housing conditions for those living with disabilities. Dublin City Council tenants who reside in overcrowding conditions may apply for an extension on grounds of Overcrowding. This scheme is currently under review and several extension are planned to go forward for planning later in the year. Clarification of the numbers on the waiting list will be ascertained in the coming months.

6. Caretakers Service/Waste Collection Services

The Housing Maintenance Caretakers look after the cleaning and waste collection service for nearly 200 Flat and Senior Citizen Complexes. The Caretakers are supported by two mobile crews for both Northside and Southside of the city with dedicated transport to carry equipment like power washers, hoists and garden implements.

Dublin City Council, through tendering processes for bin containers and bin collection services, remain committed to highlighting the benefits of recycling and implementing changes to bin lifts to include a new green bin service

7. Customer Service Repair Requests/Service Availability

Service Requests – Dublin City Council tenants contact housing maintenance, area offices or the customer care centre by phone or email to make repair requests. The requests are assessed and routine works will be carried out within a specified timeframe. Emergency repair requests are dealt with as a matter of urgency

1. STRUCTURAL REPAIR PROGRAMMES – PROJECTS FOR 2018

Fire Protection	<ul style="list-style-type: none"> • Ash Grove & Coombe Ct • Atkinson House • Ballygall Parade • Basin Grove • Bernard Curtis House • Blackditch Court • Blessington St Flats • Boyne St Flats • Bride St Area Flats • Bulfin House • Canon Burke Flats • Carton Housing Estate • Domville Court • Emmet Crescent • Heskin Court • Lord Edward Street Flats • Merville Court • Oxford Grove • Summer Hill Court • Timberyard Apartments • York St Apartments
Precinct an Infrastructural Improvement (Roof Repairs and Standardising of Steps)	<ul style="list-style-type: none"> • Beech Hill Villas • Brian Boru St & Ave Canon Mooney • Claddagh Court • Cromcastle Court Flats • Georges Place Flats • McDonagh House • WhiteFriar Gardens • Sillogue Park Flats • 25 Stairwells
Window/Door replacement	<ul style="list-style-type: none"> • Framework established for 400 Houses requiring replacement windows
Fall Arrest Systems	<ul style="list-style-type: none"> • Alfie Byrne House • Constitution Hill Flats • Marrowbone Lane Flats • McDonagh House • Michael Malin House • Whitefriar Gardens
Lead Piping Works	<ul style="list-style-type: none"> • Framework being prepared for 400 Houses
Marrsfield Apartments	<ul style="list-style-type: none"> • Extensive essential repairs to multiple units
Legionella Management	<ul style="list-style-type: none"> • O’Rahilly House • Other Projects
Asset Management of Pumps in all complexes	<ul style="list-style-type: none"> • Citywide Asset Register and data assessment for efficient pump maintenance: • Install Telemetry on all pumps

Condensation Trials and Installation of filterless fans	<ul style="list-style-type: none"> • Citywide trials on reducing levels of mould in our units • Install of filterless fans
Refurbishment Schemes	<ul style="list-style-type: none"> • Dorset Street • Constitution Hill

SERVICE ENHANCEMENTS/TRANSFORMATION – STRUCTURAL REPAIRS

Works with regards to Modern Building Standards: With the introduction of the HOUSING STANDARDS FOR RENTED HOUSES REGULATIONS 2017, all of our properties have new criteria that they must meet. To meet this criteria we are assessing a number of units with regards to modern day fire regulations. By a simple method of process of elimination we have come up with minimum of 23 complexes that we would like to complete by 2018. We are also very keen to add to this list if more funding was made available.

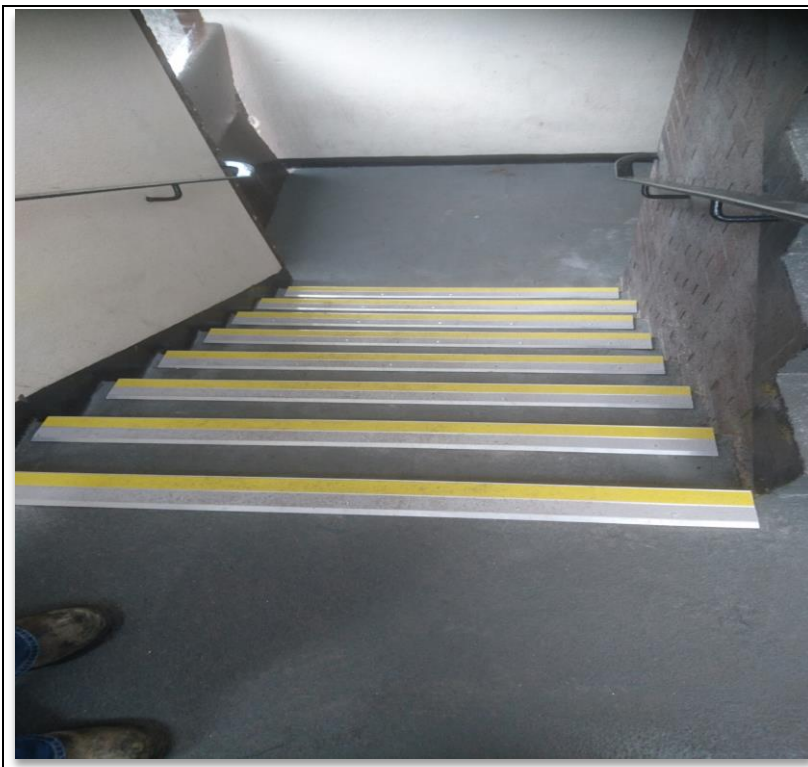
Precinct an Infrastructural Improvement: As part of our continued pro-active maintenance program as opposed to reactive, we have devised a program of works to tackle leaking roofs and modernising our steps within our flat complexes. By renewing roofs this work decreases the likelihood of water penetration in our top floor apartments and also helps to combat mould issues in these apartments also. Where possible we also will insulate the roof the prevent loss of heat through the apartments.

Stairwells We have seen a sharp rise in claims for falls on our public stairwells. After much consultation with outside slip experts we have designed an anti slip coating with an aluminium nosing to put over our existing steps. The idea behind this is that we will eventually have a uniformed step throughout all of our complexes city wide.

Steps before



Steps After



Fire Safety: We will continue to ensure that suitable self-contained fire detection and alarm systems are provided. The new regulations will also introduce the requirement to provide suitable fire detection and alarm systems in the common areas of multi-unit buildings (i.e.) buildings with two or more houses that share a common access. As of 1 July 2017, all fire safety equipment will be required to be maintained in accordance with the standards produced by the National Standards Authority of Ireland.

Information: A further new requirement is that Tenants must be provided with sufficient information about the rented property, the fixed building services, appliances and their routine maintenance requirements to ensure that Tenants can operate them correctly.

Windows and Door Replacement: In order to tackle the backlog we have rolled out a Framework to allow those in most dire need to get windows or doors fitted without going on the waiting list, we currently have 50 houses complete since its inception (July 2107) and we want to complete 400 houses by year end 2018.

Fall Arrest System: A number of our roofs required edge protection it is our intention to try and complete 10 systems each year

Legionella Management: A number of our existing water tanks are antiquated and need to be upgraded. It is our intention to trial tank changes in O’Rahilly House in 2018.

Condensation Issues:

What is Condensation?

- ▶ When air cools it is less able to “hold” moisture, that is, the saturation water vapour density falls, and so the relative humidity rises. When the relative humidity reaches 100%, the air will be saturated. This is described as the dew point. If the air continues to cool, moisture will begin to condense.
- ▶ Typically this happens in buildings when warm, moist air comes into contact with cooler surfaces that are at or below the dew point, such as windows, and water condenses on those surfaces. Condensation can occur on surfaces, or can be interstitial condensation, occurring between the layers of the building envelope, typically as a result of air diffusing from the warm interior of the building to the cool exterior and reaching its dew point within the building fabric.
- ▶ Condensation affects the performance of buildings, causing problems such as:
 - Mould growth which is a cause of respiratory allergies.
 - Mildew.
 - Staining.
 - Slip hazards.
 - Damage to equipment.
 - Corrosion and decay of the building fabric.

What is Mould Growth?

- ▶ The 3 basic ingredients for mould to start are:
 1. Organic Material (Wood, Wallpaper)
 2. A fungal Spore
 3. Water

The vast majority of products used to build and furnish homes are made from organic materials. Fungal spores are microscopic and are present in any indoor or outdoor environment, they can easily enter any dwelling undetected. The main source of water for mould is from the air around it, so if relative humidity is high the mould will thrive. Therefore to reduce the risk of mould growth in a property you must reduce the relative humidity.

What is needed to prevent Mould Growth?

- ▶ There are 3 things needed to prevent mould growth in dwellings.
 1. Heating
 2. Insulation
 3. Ventilation

Heating should be at least 20 degrees, the dwelling should be insulated with no cold bridging and ventilation should be in place. A large number of dwellings have been improved to meet modern day living standards. The installation of double glazed windows, central heating systems and the installation of insulation. All of these measures have reduced the ventilation in the properties i.e. the properties have become less draughty. A common occurrence is to find vents stuffed with newspapers or old clothes to stop the drafts. All of these measures will increase relative humidity in a property.

Dublin City Council are developing long term and sustainable solutions, embracing the necessary requirements to service and maintain existing stock, also new and emerging technologies such as solar thermal panels, air to water source heat pumps, ground source heat pumps, geo thermal technologies, heat and ventilation recovery units. This level of technology is required for new homes to meet Part L Renewable Energy Contribution. Currently a number of units are fitted with alternative heating systems, (Infrared heating) embracing emerging technologies as pilot schemes which we are confident will perform as expected to further reduce dependence on fossil fuels and will prove to be cost effective and energy efficient solutions.

As an interim measure Dublin City Council has engaged with a contractor to install filterless fans in both the bathrooms and kitchens of all the apartments in Tyrone Place. A similar exercise is being done in Dolphins Barn, where the more susceptible units are getting modification works done either with internal insulation or demand control ventilation or both depending on the issue. If these trials prove to be successful it would be something that we could look at longer term in other complexes.

Dublin City Council have just prepared a new tenants handbook and this is imminent in its delivery to our tenants. The re-wording of 'carrying out repairs due to condensation' has not been altered in the new handbook. As outlined earlier the causes of condensation or mould are multi faceted and cases can be looked at on an individual basis to establish a cause for the condensation.

Dublin City Council is always looking for new solutions in trying to reduce or combat condensation. In this regard we are in talks with a company who have done a lot of work in the UK for various London Borough Councils and we are currently trialling this product at 4 number locations in the city. Obviously we will need time to see how the product is working.

2. MECHANICAL SERVICES

Domestic Gas Boiler Servicing	Programme to target the servicing of all domestic boiler stock – 22,500 boilers Domestic planned preventative maintenance (PPM) schedule is in line with industry best practice and as per Irish Standard IS813, Section C.1.2 i.e. annual servicing
Domestic Gas Boiler Replacement	Programme to target the replacement of 1,000 domestic gas boilers per annum
H.V.A.C. (Heating, Ventilation and Air Conditioning) Refrigeration, Air Handling Unit and Fire Damper Maintenance, Water Treatment, Foam Suppression, Gas Suppression	Programme to Target Corporate Sites – 37 (including libraries, City Managers Department) Non Corporate Sites – 90(Homeless Buildings, Senior Citizen Complexes) 325 individual maintenance contracts across all sites with thirteen specialist contractors H.V.A.C. planned preventative maintenance (PPM) schedule is in line with industry best practice and as per Irish Standard IS820, Section 10.5.2 i.e. annual servicing and Environmentally Protection Agency FGAS requirements of up to 4 service inspections for certain refrigeration systems annually

SERVICE ENHANCEMENTS/TRANSFORMATION-MECHANICAL SERVICES

Domestic Boiler New Tender – Following the completion of a new tender process for service and repair of domestic gas boilers, new contracts have been put in place since September 2017. This will result in significantly reduced operating cost and increased performance requirements from contractors. A new field service management solution will be introduced as part of the new tender which will facilitate a seamless and direct electronic transfer of data containing precise and accurate real time information and accountability with regard to all gas boiler service and repairs. *

Gas Boiler Warranty – Negotiated and implemented (10 year fully inclusive warranty) for all leading brand gas boiler manufacturers for both commercial and domestic boiler installations

Advantages of Boiler replacement:

1. Reducing the potential risk to tenants associated with harmful carbon monoxide, carbon dioxide and other associated emissions.
2. Replacing boilers will result in considerable savings on operating cost to tenants each year.
3. Significant reduction to green house gases and domestic carbon footprint
4. 10-year warranty with each new boiler will result in significant reduction in repair cost over the warranty period.
5. Reduced frequency of repairs required.
6. Reducing inconvenience to tenants facilitating access to contractors for repairs
7. Providing a better management of service and repairs.
8. Providing a more efficient and cost effective service

H.V.A.C.(Heating, Ventilation and Air Conditioning) Planned Preventative Maintenance – The implementation and management of a PPM across all 127No. H.V.A.C. sites is currently underway.**

This is via an outsourced supply agreement with numerous specialist contractors following a competitive tendering process with the industry.

The scheduled PPM across all sites for systems results in contractors returning weekly soft copy service reports, updates and recommendations.

In 2017 a contract was initiated for the first time for all centralised cold water storage systems to be maintenance and serviced annually, in addition a review is being carried out with regards to a water management plan for corporate and communal sites involving surveying and engaging a PPM for these locations.

New Product Development – Dublin City Council are structuring departments to develop long term and sustainable solutions, embracing the necessary requirements to service and maintain existing stock also new and emerging technologies such as:

- Solar Thermal Panel
- Air to Water source heat pumps
- Ground Source heat pumps geo thermal technologies
- Heat and ventilation recovery units

Currently a number of units are fitted with alternative heating systems (Infrared heating) embracing emerging technologies as pilot schemes which we are confident will perform as expected to further reduce dependence on fossil fuels and will prove to be cost effective and energy efficient solutions.

Energy Efficiency Obligations– Under the Energy Efficiency Obligation Scheme, energy suppliers must support energy efficiency projects in businesses and homes across Ireland. Companies who sell large amounts of energy are known as obligated parties and they have targets under the scheme. Obligated parties offer supports to make homes or business more energy efficient. For every unit of energy saved through these projects, they achieve energy credits towards their targets. There are currently 11 obligated parties in Ireland.

In order to maximise the return for Dublin City Council projects the Mechanical Section intend going to the market with all obligated parties in 2018 to assess and ascertain the optimum return that can be obtained for energy credits generated by Dublin City Centre programmes.

We will also be in contact with the relevant person in SEAI who oversees the EEOS (Energy Efficiency Obligation Scheme) to ensure we follow the correct process.

Architect / Consultant support for Mechanical Installations / Inspections (New & Existing Projects) – The mechanical Section has in 2017 initiated active and ongoing support with City Architects for new and existing projects. As such the Mechanical Section attends scheduled design team meetings for new projects assisting with energy and mechanical services aspects, inspections of voids, “two into one” projects, carrying out inspections and issuing reports for current projects on site with regards to mechanical and energy efficiency issues as they arise. The mechanical section is currently in the final stages of drafting a guidance document for M&E consultants to review and incorporate prior to initiating their design in order to capture the requirements of Dublin City Council and its tenants at an early stage ensuring compliance with the most current standards / regulations.

It is clear from the tables below that the level interaction and support for Architects / Consultants is due to significantly increase in 2018 over current commitments.

Current projects being supported by the Mechanical Section include:

Reference	No. Units
Dolphin House, D8 (Phase 1 of Energy Upgrade)	100 Units
Dominick Street	73 Units
North King Street	30 Units
Cornamona, Ballyfermot	60 Units
St Bricans, Block 2	22 Units
Ballybough House	A Rated Pilot Project 1 Unit
Michael Mallen House	2 Units
North City Operations Depot	5 Commercial Units

Projects upcoming and scheduled in 2018 which we foresee supporting currently include:

Reference	No. Units
Fishamble	6 Units
Bunratty Road (Ph. 1C)	62 Units
Grand Canal Basin	TBC
Woodville Hse./Kylemore Rd	40 Units
Mgt Kennedy (Teresa's Gdns)	50 Units
Croke Villas	60 Units
Sackville Ave. Cottages	12 Units
Infirmery Road	30 Units
Dolphin House, Phase 2	90 Units
Sladmore, Ayrfield	15 Units
Shaw street, Pearse Street	11 Units
Springvale, Chapelizod	81 Units
Valley Site, St. Helena's Rd.	50 Units
Scribblestown (Lot 5)	70 Units
Ayrfield (portion of)	150 Units

3. ENERGY EFFICIENCY FABRIC UPGRADE PROGRAMME

Energy Efficiency Fabric Upgrade Programme – Phase 2	Programme to target 400 units Dublin City Council’s Target for 2020 is a 33% reduction in CO ₂ emissions. As of Q1/2017 Dublin City Council has achieved a 40% reduction in CO ₂ emissions.
Better Energy Community Scheme	Scheduled Programme for: Cromcastle Court Library sites currently on oil to be upgraded to natural gas

* We currently estimate there are approximately 8,657 Dublin City Council properties which would fall into Phase Two of the energy efficiency fabric upgrade programme. The projected estimated budgetary figure to upgrade all of this housing stock is estimated at approximately **€139 Million**.

SERVICE ENHANCEMENTS/TRANSFORMATION – ENERGY EFFICIENCY

Energy Rating Improvements:

- **Phase 1** pre work energy value rating **F** – post work energy value rating **C3 7,299 Units**
- **Phase 2** pre work energy value rating **E2** – projected post work value rating **C – 8,657 Units**
- **Cromcastle Court** pre work energy value rating **E1** – projected post work energy value **B1-128 Units over 8 Blocks**
- **Pilot Project** pre work energy value rating **E2** – projected post work energy value rating **C1-14 Units**
- **Ballymun Project** pre work energy value rating **E1** – projected post work energy value rating **C1 – 183 Units**

Phase Two Tender – Kerry County Council tendered Phase Two of the Energy Efficiency Fabric Upgrade Programme on behalf of all Local Authorities nationally that wished to be included in the tender process. Dublin City Council took the decision to manage its own tender process to ensure we could control the specification of the external insulation which is to be applied to our housing stock which is categorised under Phase Two of the programme. The tender process is now concluded and sees the implementation of five separate frameworks of ten contractors across the five areas i.e. One framework per area. Although we are currently carrying out a pilot project of Phase Two works on fourteen individual properties, a funding request for Phase Two for €3.35M was submitted to the Department in June 2017 however funding has yet to be announced to date. Once funding for Phase Two is announced, we are mobilised to commence the rollout of the programme.

Cost Savings Achieved – Case studies have been carried out in conjunction with SEAI, Codema and Dublin City Council. Examples of results include:

- Cromcastle Court - **€83,470** average savings on heating costs and maintenance per year over next 10 years after upgrade
- Sandyhill Gardens/Cromlech Court/Burren Court - **€88,700** total annual savings on heating bills after upgrade
- Shangan, Sillogue & Coultry Gardens – est. **€109,300** total annual savings on heating bills to date after upgrade
- Note: Dublin City Council has a 2020 CO₂ Emissions Reduction Target of 20%. Since Q1/2017 Dublin City Council has achieved a 28% reduction in CO₂ emissions, 8% in excess of its 2020 target, 3 years ahead of schedule.

Residential CO ₂ Emissions															
Ireland Total Emissions 2005	69.95 Mt														
Household Emissions in 2005	10.2%														
Household Emissions in 2005	7,135 kt														
Emissions Reduction Target 2020	20%														
Residential 2020 CO ₂ Reduction Target	1,427 kt														
<table border="1"> <tr> <td>Household Emissions Ireland (2005)</td> <td>7,135 kt</td> </tr> <tr> <td>No. Households Ireland (2006)</td> <td>1,462,296</td> </tr> <tr> <td>t CO₂ Emissions Per Household</td> <td>4.88 t</td> </tr> <tr> <td>DCC Units</td> <td>25,600</td> </tr> <tr> <td>DCC CO₂ Emissions 2005</td> <td>125 kt</td> </tr> <tr> <td>DCC CO₂ Reduction Target 2020</td> <td>33%</td> </tr> <tr> <td>DCC CO₂ Reduction Target 2020</td> <td>41.25 kt</td> </tr> </table>		Household Emissions Ireland (2005)	7,135 kt	No. Households Ireland (2006)	1,462,296	t CO ₂ Emissions Per Household	4.88 t	DCC Units	25,600	DCC CO ₂ Emissions 2005	125 kt	DCC CO ₂ Reduction Target 2020	33%	DCC CO ₂ Reduction Target 2020	41.25 kt
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DCC Units	25,600														
DCC CO ₂ Emissions 2005	125 kt														
DCC CO ₂ Reduction Target 2020	33%														
DCC CO ₂ Reduction Target 2020	41.25 kt														
DCC 2020 CO ₂ Reduction Target	41.25 kt (33%)														
DCC CO ₂ Reduction Achieved Under Phase 1	50 kt (40% Reduction)														

Sandyhill Gardens, Ballymun Retrofitting of timber fronted house

Before



After



- Ballymun upgrade project consisting of Shangan, Sillogue & Coultry Gardens.
- 183 units, Department approval for €2.29M.
- Currently completed 150 units, balance due end 2017.
- Shangan, Sillogue & Coultry Gardens – est. **€133,300** total annual savings on heating bills to date when upgrade completed.
- Pre work average energy value rating **E1** – projected post work average energy value rating **C1**

4. VOIDS REFURBISHMENT PROGRAMME

- Voids Refurbishment programme
- Refurbishment of 'Buy and Renew' Properties
- Bedsit Amalgamation
- Derelicts Programme
- Mortgage to Rent Repair Programme

Programme to target:

- 900 properties refurbished
- Less than 10% of void properties will be 'Ready to Let'
- Reduction of total number of 'short term' void properties to no more than 375 at any given time
- Continued reduction and elimination of Long Term Voids

Cambridge Court, Ringsend where a number of units have been refurbished in 2017



SERVICE ENHANCEMENTS/TRANSFORMATION -VOIDS

A number of measures are being introduced in 2018 including to improve efficiencies in Void Management:

- Introduction of a target time for completion of Task Order and time for letting period post refurbishment
- New Framework for Term Maintenance which will include improvements in real-time data and contractor accountability on void turnaround times
- Category system for voids
- Passive House Standard achieved through void/2 into 1 refurbishments – High standard of airtightness/insulation levels, mechanical ventilation with heat recovery resulting in enhanced energy efficiency of the existing block

5. EXTENSIONS AND ADAPTATIONS FOR PERSONS WITH DISABILITIES

Extensions and Adaptations for Persons with Disabilities Scheme	<p>Programme to target: Completed to date:</p> <ul style="list-style-type: none"> • 194 Housing Adaptations including ramps, showers, stair lifts, hoists etc • 13 Housing Extensions <p>A further 30 Housing Adaptations issued to builder in October 2017 A further 8 extensions have commenced.</p>
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SERVICE ENHANCEMENTS/TRANSFORMATION – ADAPTATIONS

It is intended to seek additional professional/technical resources to reduce timeframes from determination to commencement of works and therefore increase number of works completed. An application to the Department will be made for additional funding to meet demand and recommence overcrowding extensions.

6. CARETAKERS SERVICE/WASTE COLLECTION SERVICE

<p>Caretaker Services:</p> <ul style="list-style-type: none"> • Presenting refuse bins for emptying on bin days • Sweeping and cleaning of staircases, landings, balconies, corridors etc • Clearing of light ash-chute chokes • Sweeping of courtyards, pathways, drying yards, gardens of empty flats/houses where applicable and play areas etc 	200 Flat/Senior Citizen Complexes
Delivery and Maintenance of Wheeled refuse containers and collection of waste	It is proposed to establish a Single Party Framework for the supply, delivery and maintenance of wheeled bin containers Dublin City Council will subsequently invite tenders for the inclusion on a Framework for the collection of waste in Dublin City Council's Flat Complexes and Sheltered Housing Schemes

SERVICE ENHANCEMENTS/TRANSFORMATION - CARETAKERS

A review is currently underway to restructure the Caretaker Service in order to sustain the delivery of the service and maximise productivity through revised work practices. The main elements of the restructure are:

- Organisational Structure Change – The Caretaker Service will come under the remit of the Area Housing Manager’s. The HR functions will remain with the Housing Maintenance Section
- The Scope of the Waste Management Contract will be extended to include preparation and moving of bins to collection points. This will release staff to attend to other duties
- The Caretaker Service will move to a Squad Based System. This will replace the existing site based deployment of Caretakers therefore addressing safety concerns of lone working. It will also put in place an efficient and cost effective system of service delivery

7. CUSTOMER SERVICE REPAIR REQUESTS/SERVICE AVAILABILITY/COMMUNICATIONS

Resolution Timeframe	61,000 Service Repair Requests per annum Emergency - Immediate Urgent-5 Working Days Routine - 8 Working Weeks
Service Availability	9am – 5pm Monday to Friday Emergency Out of Hours Services Plumbing Service Repair 5.30pm - 9.30pm Monday -Thursday 5.30pm - 8.30pm Friday 8.30am - 6pm Saturday - Sunday Choke Car 5pm-9pm Monday-Friday 8.30am – 5pm Saturday On Call Sunday Dangerous Buildings Unit 24 Hour Call Out Welding Services 24 Hour Call Out Electrical Services 5pm – 8.15am Every Day Heating Services 8am – 12am Saturday

SERVICE ENHANCEMENTS/TRANSFORMATION-CUSTOMER SERVICE

A number of measures are being introduced to enhance/transform the service. These include:

- Introduction of phones to all tradesmen in order to make pre-arranged appointments with tenants and to text back when jobs are completed which gives real-time information
- Introduction of an Online Maintenance Repair Request Service for tenants
- Development and design of graphical reports to develop performance monitoring and reporting across Housing Maintenance activities.
- Training and Information site visits to Area Offices by the Housing Maintenance Transformation team to maintain and improve the flow of information to the staff and tenants
- Public Counter Area in Housing Maintenance upgraded to reflect the needs of our customer

FRANK D'ARCY
SENIOR EXECUTIVE OFFICER
26th October 2017