

Cabinet Member Interview for Housing - Housing, Community Safety and Community Engagement Scrutiny Commission

Heating Outages/District Heating Performance

Residents on the **Rouel Road Estate** started to report and experience instances of no heating or hot water effectively from October 2020 to March 2021.

It must be noted that the outages were not widespread across the estate, but there were particular addresses that were severely affected more than others.

Residents on Cadbury Way and Woolstaplers Way were more affected than other blocks. Compensation was paid to those residents who were without heating or hot water for a prolonged length of time.

Reliability of heating/hot-water provision has improved since that period although concerns were raised around the responsiveness of the heating contractor during the defects liability period that followed the completion of major works. Now under the management of Engineering Services, response times for any repairs have improved and are in line with our contractual expectations with our partner OCO.

The Council has recognised the need to invest in our communal heating systems, due to their condition and age profile and a Heat Networks Strategy was developed and agreed.

Using performance and repairs data an initial priority list of estates for investment has been compiled but it should be noted that we continually monitor heating system performance and therefore the priority order is subject to change.

Below is a list of fourteen sites that have seen works completed, have work in progress (WIP) or where works have been postponed to allow feasibility studies to be carried out (where 'postponed' it is to allow other works to settle first).

<i>Estate</i>	<i>Feasibility status</i>
<i>Alberta</i>	<i>Complete</i>
<i>Brandon</i>	<i>Complete</i>
<i>Clifton</i>	<i>Complete</i>
<i>Consort</i>	<i>Work in progress</i>
<i>Cossall</i>	<i>Postponed</i>
<i>D'Eynsford</i>	<i>Work in progress</i>
<i>Dighton Court</i>	<i>Complete</i>
<i>Haddonhall BH1</i>	<i>Work in progress</i>
<i>Harfield Gardens</i>	<i>Postponed</i>
<i>Lettsom</i>	<i>Work in progress</i>
<i>Newington</i>	<i>Complete</i>
<i>Osprey</i>	<i>Complete</i>
<i>Surrey Docks</i>	<i>Work in progress</i>
<i>Sydenham Hill</i>	<i>Complete</i>

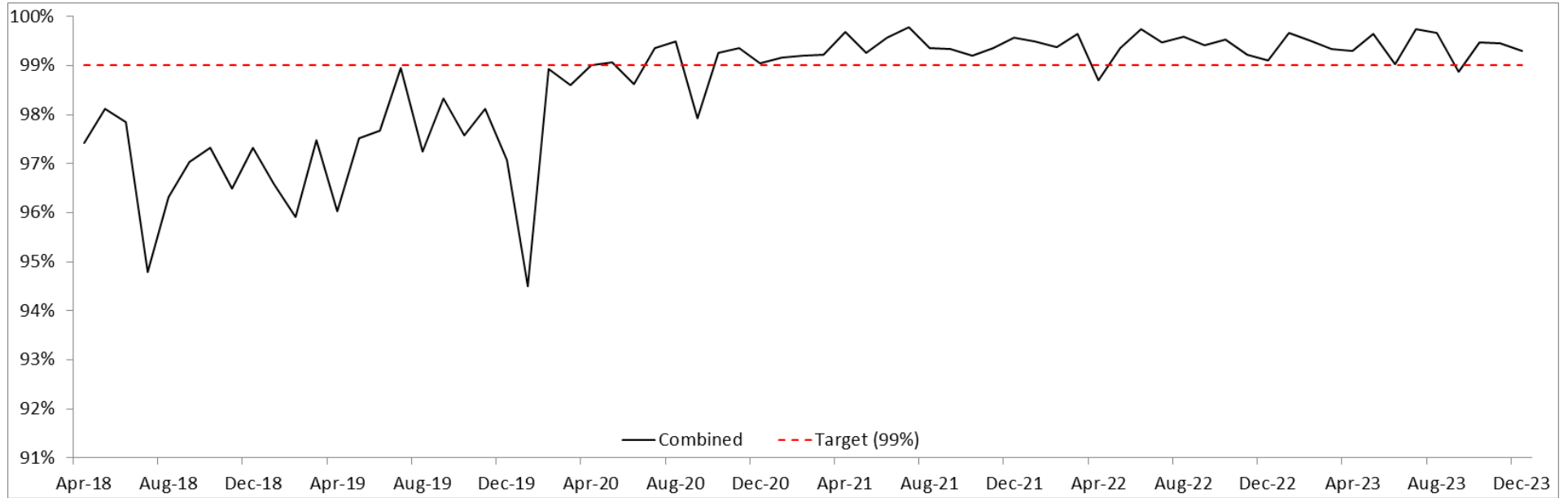
Current Communal Heating Projects

Highlighted green = in progress.

Highlighted amber = future projects to start design/scope and section 20 notice in financial year 24/25 and intended start on site 25/26.

Project Name	Procurement Options + Procurement timescales + Resources
Dighton Phase 1	Works were tendered via SEC framework Award letters issued and due to commence in Feb 24
Setchell Est.u/grd mains replacement	Bespoke Tender Timescales - 18 months to 2 years
Wyndham Phase 2 Heating	Bespoke Tender Timescales - 18 months to 2 years
Dighton Crt Heating Replacement-Phase 2	Bespoke Tender Timescales - 18 months to 2 years
Nth Peckham Emergency District Heat Work	Being delivered by existing H&W Contractor (S&B)
Newington Emergency District Heat Works	Being delivered by existing H&W Contractor (S&B)

The current overall performance of our communal heating systems based on our heating availability data has shown overall improvement in performance over past 3 years and KPI performance of 99% availability has been achieved in 34 months of the 36-month period (Dec 20-Dec 23).



This has been achieved in the main by the team's proactive approach and improved responses to heating outages, including the implementation of BMS system monitoring. When there has been a need to install temporary boilers to return heating/hot water services, lead-in times have been reduced to 1-2 days on average.

This financial year to date overall heating availability performance stats are below:

<i>Apr-23</i>	<i>99.3%</i>
<i>May-23</i>	<i>99.6%</i>
<i>Jun-23</i>	<i>99.0%</i>
<i>Jul-23</i>	<i>99.7%</i>
<i>Aug-23</i>	<i>99.7%</i>
<i>Sep-23</i>	<i>98.9%</i>
<i>Oct-23</i>	<i>99.5%</i>
<i>Nov-23</i>	<i>99.5%</i>
<i>Dec-23</i>	<i>99.3%</i>
<i>Jan-24</i>	<i>TBA%</i>
<i>Feb-24</i>	<i>TBA%</i>
<i>Mar-24</i>	<i>TBA%</i>