



*Neuadd y Sir / County Hall, Llandrindod, Powys, LD1 5LG*

## **QUESTIONS AT ANY TIME TO CABINET PORTFOLIO HOLDERS**

Response by the Portfolio Holder:

The inspection and servicing of heating systems in Powys County Council's social housing stock is delivered on behalf of the council by Heart of Wales Property Services (HoWPS). HoWPS are required to work to a 10 month servicing cycle to allow for no access appointments and for any repairs to be undertaken.

Following a change to the way gas servicing was delivered, there was a drop in service delivery. This was identified by Powys County Council and officers have been working with HoWPS and senior Kier officers to deliver urgent progress. When performance was not improving as quickly as required, Powys County Council took the decision to issue a Step-In notice to HoWPS in terms of heating servicing. As a result, the Council will directly commission all heating servicing due for renewal in the months of March and April. Robert Heath Limited, a contractor with whom the Council has successfully worked with previously, will undertake the work. This will allow HoWPS time to embed improved processes and systems, and work to reinstate the two month buffer required. As long as HoWPS meet the improvement targets required, a Step-Out notice could then be issued and the service returned to HoWPS for delivery. If the expected improvements are not achieved on time, then the Council will continue to directly manage the service until such time as HoWPS is able to take on the work again.

Tenants will be contacted by HoWPS or Robert Heath Limited to book appointments to have their servicing undertaken. We ask that wherever possible, tenants keep to these appointments. If an appointment is no longer convenient, we request that they contact the provider as soon as possible to reschedule. Missed appointments are costly in terms of resources and time.

The Council took decisive and swift action when performance dropped below acceptable levels. Tenants can be assured that their wellbeing is our highest priority and we are working alongside HoWPS to support improvements being made to the service.

