

# Roofing Report



**Report to:** Shareholder Sub Committee

**Date:** 27 September 2023

**Lead Officer:** Alan Townshend, Interim Managing Director – HTS (Property and Environment) Ltd

## Recommended that

**A** The Committee notes the report.

## Background

1. The work in progress (WIP) in roofing has been steadily increasing since 2018 and this has aligned to a significant increase in costs and complexity of repairs required to repair leaking roofs and a significant quantity of new roofs being identified.
2. Also, changing weather patterns has resulted in unusually high volumes of work in summer months when normally WIP can be reduced.
3. The condition and age of the roofing stock in Harlow has deteriorated with a large proportion of roofs being 50-60 years old meaning a long-term solution is required to deal with this issue.
4. The result of this increased demand has meant delays in roofing repairs being carried out, increased complaints from residents and a number of Ombudsman's complaints specifically to do with roofing delays and problems.

## The Working Plan

5. When HTS received confirmation of the additional investment being provided by Harlow Council the most important area of WIP that needed to be reduced was roofing works.
6. This investment aligns HTS with Harlow Council and both of our commitments to fix council housing and restore pride in Harlow. The work has been prioritised into a number of specific areas to have the maximum impact:

- a) Vulnerable residents – out a total of 37 jobs with vulnerable tenants with 4 relating to roofing.
- b) Disrepair cases – 7 jobs relate to roofing and these are all being planned.
- c) Stage 2 complaints with the possibility of becoming Ombudsman Complaints – out of 35 stage 2 complaints there is now only 1 roofing job remaining.
- d) The oldest jobs – see table below for progress.
- e) Batching jobs geographically where possible.

7. To facilitate this HTS is not only using its existing supply chain who are currently working in this area but have taken on additional roofing subcontractors to ensure progress is made in reducing the roofing WIP.

## Progress

8. Below is summary of the WIP in roofing and a record of the movements since April 2023:

### Movement in Roofing WIP

Date of report end of	Jobs outstanding from 2021	Jobs outstanding from 2022	Jobs outstanding from 2023	Total outstanding jobs	Movement 2021 & 2022	Movement 2023 jobs	Overall Movement
April	331	906	485	1722			
May	299	733	501	1533	-205	16	-189
June	203	564	291	1058	-265	-210	-475
July*	195	553	327	1075	-19	36	17
August	98	397	310	805	-253	-17	-270
September**	87	351	312	750	-57	2	-55
<b>Total</b>					<b>-799</b>	<b>-173</b>	<b>-972</b>

\* Report ran on 24th July rather than month end

\*\* Report ran on 11th September 2023

9. The main highlights of this include:

- a) 2021 WIP has reduced by 74%
- b) 2022 WIP has reduced by 61%
- c) 2023 WIP has reduced by 36%

10. Overall roofing WIP has reduced by 56% or 972 jobs in total from the beginning of April 2023.

11. HTS and Harlow Council continue to work closely and have agreed a robust process for surveying and identifying referrals from HTS to Harlow Council that commenced back in March 2023 resulting in significantly reduced delays to renewing roofs that are beyond economical repair.

## **Implications**

### **Equalities and Diversity**

None.

### **Climate Change**

None.

### **Finance**

The roofing repairs detailed in the report are being managed from within the approved funding for the year.

Author: Simon Freeman, Deputy Chief Executive and Director of Finance

### **Governance and Corporate Services**

None specific.

Author: Simon Hill, Director of Governance and Corporate Services

### **Housing**

This is one of the main concerns about the outstanding WIP. The teams have worked closely to create an action plan for reducing the outstanding roofing jobs. The use of specialist sub-contractors has provided the impetus for an improved performance and completion of long-standing roofing repairs. Identifying and accelerating repairs for vulnerable residents is a major step forward. Completion of these works will reduce both complaints and Ombudsman enquiries and will protect the homes from damp and mould. Very positive for the residents and the Council.

Author: Neil Euesden, Interim Director of Housing

## **Appendices**

None.

## **Background Papers**

None.

## **Glossary of terms/abbreviations used**

None.