

## 1 **EXAMPLES OF PROJECTS FROM 20/21 PROGRAMME**

Throughout 2020/21 officers and contractors have worked hard to deliver substantial investment works which will help transform customers lives. Below are examples of some of the type of work carried out in the last 12 months.

- 2 **Kitchens & Bathrooms (K&B):** The delivery of K&B has progressed well within the 2020/21 programme; resulting in a good level of customer access and good customer satisfaction. The works involves a diverse range of construction activity with the kitchens, bathrooms and in some instances level-access shower areas. These works include plastering, tiling, electrical, flooring as well as the installations of the kitchen and bathrooms suites.

- Contract Value - £106k
- Contractor – Three Sixty
- Number of units completed - 27



- 3 **Re-Roofing and Wall Finish:** There were early disruption to services within the re-roofing and wall finish programme due to Covid-19 with slower processes implemented to observe social distancing. In

addition, there was a national shortages of Marley roofing tile which resulted in SHG seeking out alternative styles (Redlands) to avoid works coming to a stop. Despite these difficulties high levels of customer satisfaction were recorded across these works with 54 homes receiving a new roof.

- Contract Value - £500k
- Contractor – Three Sixty
- Number of units completed – 54



- 4 Homes as Energy Systems (HaES) (ERDF): The HaES project is possibly the most innovative project that SHG has been delivering during 2020/21. This project is part funded from European resources and is currently the largest rollout of renewable technology across Greater Manchester. These works include installation of a modern electrification of heating (Air and Ground Source Heat Pumps) as well Solar PV and batteries and enhanced levels of external wall insulation (EWI). This project will be finalised during 2021/22 followed by an energy study and impact report expected in 2023/24.

- Contract Value - £5m (over three years with 45% being ERDF)
- Contractor – Jackson & Jackson (EWI & Solar PV), Kensa Ground Source Heat Pumps, Aberla Air Source Heat Pumps.
- Number of units completed (2020/21) – 188





- 5 Offerton Masterplan:** The Offerton Masterplan is a four-year project with 2020/21 being the third of those delivery years. This project is a great example of 'Big Impact'; gaining economies of scale that leaves a lasting legacy within a community. The works includes estate regeneration with thermally efficient facelifts to the exterior walls, new roofs and rooflines, enhanced landscaping and new fencing works with new build development also taking place. Whilst these works were predominately carried out by Three Sixty B4Box also carried out elements of fencing works to enhance the overall scheme.

- Contract Value - £1.3m (EWI/Roofing), Three Sixty £365k, B4Box £233k (fencing)
- Contractor – Three Sixty
- Number of units completed (2020/21) – 93





- 6 Fire Sprinklers:** In 2019 following extensive consultation it was concluded that SHG would install fire suppression sprinklers across all the 22 high-rise tower blocks. These works commenced in 2019/20 and will be concluded in 2021/22. During the 2020/21 programme 11 tower blocks have now been completed and commissioned with other communal area enabling works in the remaining 11 blocks brought forward in programme as a way of managing the workflow as a result of the upsurge in no access seen due to Covid 19. Officers are working across multiple teams to arrange for access for the hard to reach customers and it is expected that a majority of the flats will be completed during 2021/22. A small mop-up programme has been budgeted for over the next few years to ensure resources are available to complete the project.
- Contract Value - £8.2m over 3 years
  - Contractor – Protect24

- Number of units completed – 11 tower blocks (and associated works across remaining 11 blocks)



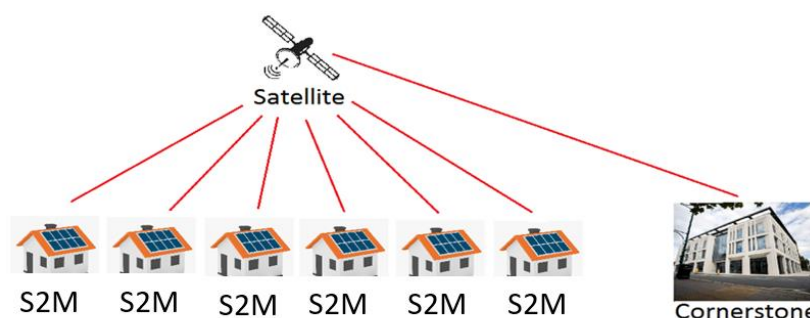
**7 Solar PV (Digital Communication):** In 2011/12 SHG installed nearly 2,000 solar PV systems to homes; benefitting customers, SHG and the environment.

Since the initial install in 2012 SHG have monitored the performance of the PV panels remotely from the office location. The remote monitoring technology has advanced over the last few years therefore during the 2020/21 programme SHG started to upgrade the monitoring devices which are referred to as S2M's. The aim of this project is to create a more stable connection with the solar PV system which in turn will reduce the amount of maintenance visits.



- Contract Value - £265k
- Contractor – Solar Crown
- Number of completed units – 1,614

The illustration below demonstrates how the PV systems are monitored remotely by staff in Cornerstone.



**8 Compliance:** Within the Capital Programme money is also allocated for works which SHG are obligated to undertake around the management (component replacement/removal) of Asbestos, Fire, Legionella, Gas, Electrical and Lifts. The following highlights expenditure in those areas:

- Asbestos - £1.658m spent. 9,023 domestic properties now have a completed asbestos survey, this equates to 82% of the stock.
- Electrical - £938k spent. This covers items such as CO2 & Smoke detector replacement, fixed wire upgrades and plant room electrical works.

**9 Property MOT works:** These works are not funded from the Capital Programme however the works do complement the schemes under the Capital Programme and the Repairs Service.

The programme has delivered external maintenance to 136 homes on the Swythamley Road estate, Cheadle Heath. Works have included repairs to rainwater goods, brickwork and pointing, canopies, window and door sealants, fencing, gates, barriers, paving, gully grids and painting. The investment will reduce the demand on the responsive repair service and mitigate SHG from claims relating to housing disrepair, while bringing up the standards of the housing stock.

Contract Value - £300k

Contractor – B4Box

Number of units completed – 136 homes received various works



- 10 Capital Voids:** To ensure the older housing stock (pre 1960) remain 'fit for habitation', essential investment to those properties is becoming more frequent prior to re letting due to age of components coming to the end of their notional life span. The scope of works covered by this work stream are large scale re plastering, replacement of internal Joinery, repairing structural defects and vast areas of groundworks to ensure the properties are sustainable for many more years. Works also include the upgrade of smoke detection to comply with BS:5839, where only a battery operated detector exist or, where there is only one hard wired detector installed.

Major repairs have been done in conjunction with standard void repairs, minimising the impact on void performance, which is below 12 days YTD

Works ensure compliance with the Homes Act and HHSRS, ensuring homes are safe for our customers occupation at the commencement of tenancy.

The images below are of a current void property in the Bredbury area that is undergoing major refurbishment due to the age of components and structural defects. All ground floor walls are being tanked and re plastered, a new insulated solid floor is being installed, new ceilings plus a range of repairs so that the property meets the Lettable and Return Standards.

Contract Value - £420k

Contractor – Three Sixty & B4Box

Number of units completed circa 20 per week



- 11 Conclusion:** Throughout this most challenging of years SHG has still managed to deliver substantial high-quality works which have addressed key areas of building and fire safety, carbon reduction, estate and property regeneration and maintained a high level of customer satisfaction.