

## Dacorum Borough Council



Type of Client:  
Local Authority

Location:  
Watford, Kings Langley

No properties:  
1700

Value:  
£255k per annum

Commenced:  
April 2011

Duration:  
3 years

Type of Contract:  
Framework (renewed on annual basis)

Following a restricted tendering process, we were appointed to carry out planned and responsive asbestos surveying of the social housing managed by the Local Authority. The surveys were conducted to support and facilitate the Council's 10-year Decent Homes refurbishment programme.

We worked closely with the refurbishment contractor, Apollo Property Services. Appointments were made by the contractors' in-house admin team and passed to Global to fulfil. Typically we are required to survey 25-30 properties per week which ranged from medium-rise flats to terraced, semi-detached houses and maisonettes. We provided one dedicated lead surveyor to fulfil the works.

However there were fluctuations in demand and we provided additional surveyors in peak times to manage temporary increased volume of works.

The surveys were split R&D and management in type, typically R&D to kitchens, bathrooms, central heating, rewire and externals with management surveys in all other areas.

Samples were processed in 24-48 hours and results passed to the contractor to minimise delays to the refurbishment programme with detailed reports provided in 7 working days. Much of the work was carried out in occupied premises.

We also provided some responsive works to support maintenance and repair of social housing. We provided a 24-hour turnaround on results when requested to survey projects known as "Category 1 - Heating Renewals". Our emergency service required us to attend site within 90 minutes and we provided a 12-hour emergency turnaround on bulk testing results.

Our 12-month contract was renewed twice and we were retained following the expiry of the current 10-year Decent Homes contract to digitise the legacy survey data which is processed for input into their asset management software.

### KEY PERFORMANCE INDICATORS

Appointments fulfilled (first time)  
- 95.4%

Results provided in 48 hours -  
100%

Results provided in 12 hours  
(Cat 1) -100%

Surveys re-inspected - 2.8%

