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***Maintaining Work In-house***

*APSE Seminar  
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# *Aims and Objectives*

- Maintain work in-house
- Appropriately trained workforce
- Develop Partnership working with suppliers
- Maintain and improve customer satisfaction



# *Heating Programme*

- **Circa 8,500 heating installations**
  - Majority gas installs, remainder ASHP
- **Up-skilling of Workforce**
  - Transition from K&B, Gas Safe Registration / ASHP installations
- **Annual Service Programme**
  - Gas Central Heating, ASHP, Wet Electric, District Heating, Solid Fuel and Oil
  - Gas servicing forced entry programme introduced 2009 with zero properties out with certificate expiry date



# *Issues and Solutions*

- **Existing Appliances**

- Appliances dating back 30 years
- Warranty issues
- Different Manufacturers / Models

- **Tender process**

- Procure one supplier for both boilers and ASHPs
- 5 year warranty (parts and labour)
- Service Agent Agreement

- **Service Agent Agreement**

- Trained Supervisors accredited by both suppliers
- Training facilities within Business Unit
- Provision of parts
- Generate income



# *Issues and Solutions*

- **Benefits**

- On the job training
- Saves time and money on external training
- Staff development through fault finding and problem solving techniques
- Operatives are more efficient on site
- Better service for customers first time fixes 98%



# *Training Facility Boilers*



# *Site Installation Central Heating*





# *Training Facility ASHP*




# Site Installation ASHP



# *Site Installation ASHP*

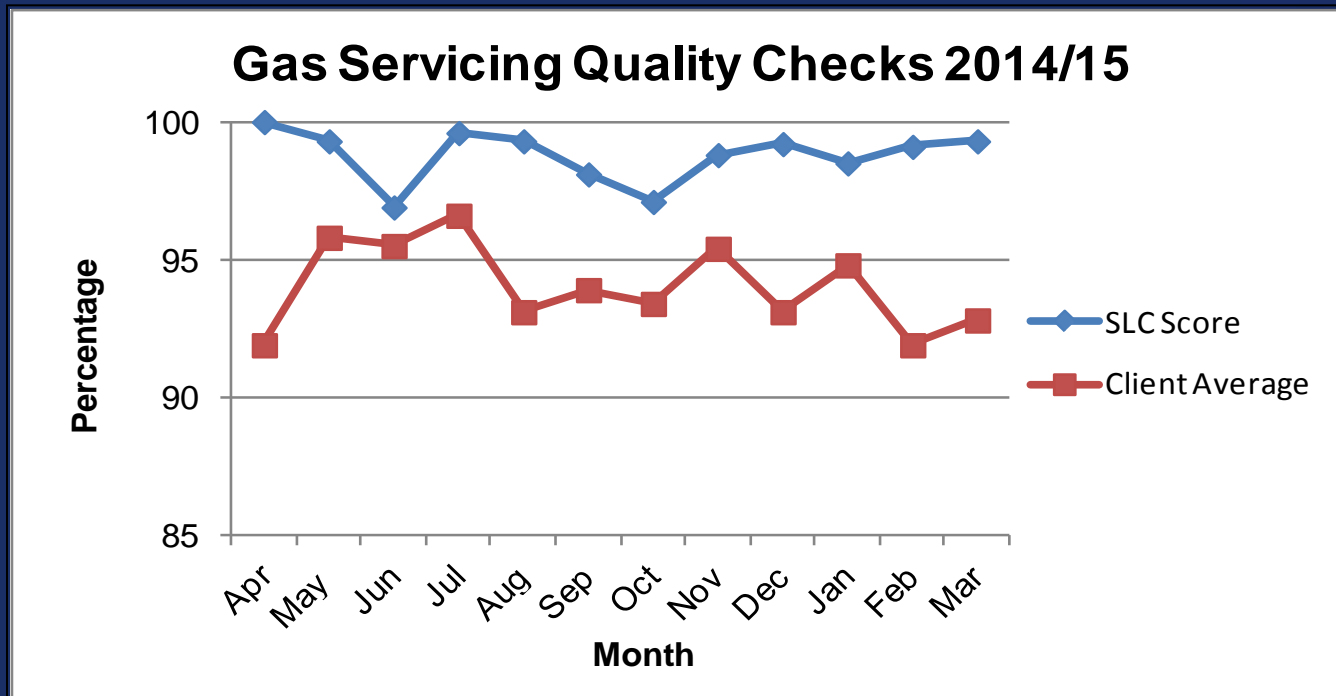


# *ASHP MCS Accreditation/RHI*

- **Microgeneration Certificate Scheme**
    - Supported by Department of Energy and Climate Change
    - Certifies technologies used to produce heat from renewable source
    - SLC accredited in December 2014
  - **Renewable Heat Incentive (RHI)**
    - UK Government Scheme
    - Quarterly cash payments over 7 year period
    - Reinvested money to SLC
    - Approx £3.6M based on current installations
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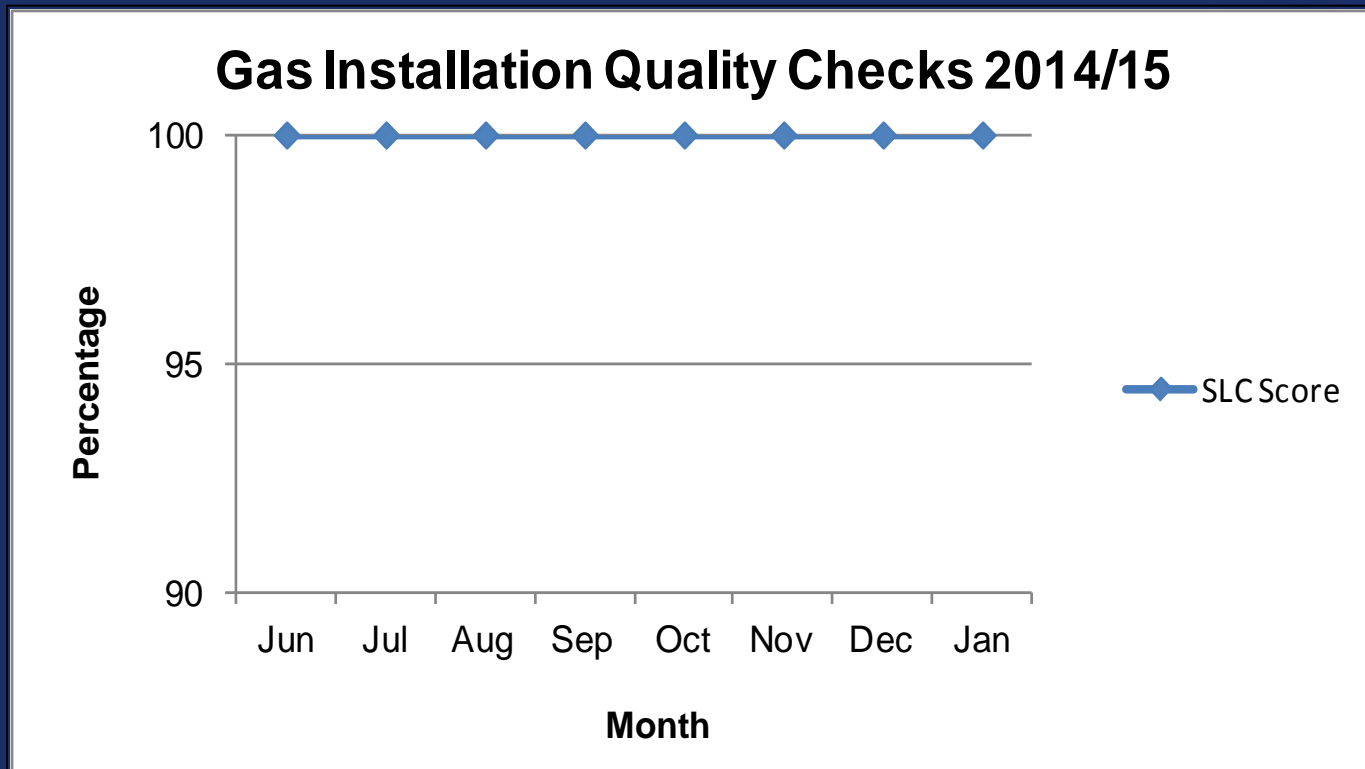
# Performance 2014/15

## Gas Inspection



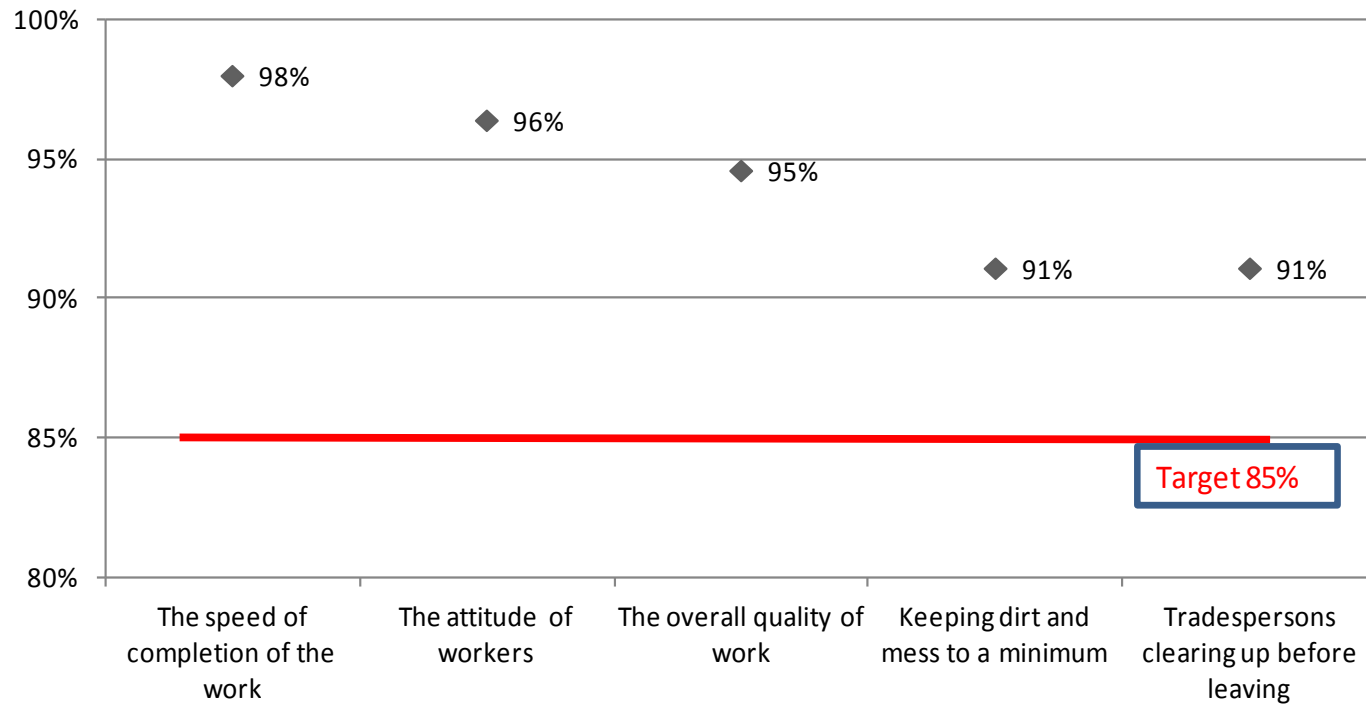
# Performance 2014/15

## New Installations



# Customer Satisfaction

## Customer Satisfaction 2014/15 Central Heating Installations



# *Future Developments*

- **8 month gas servicing programme**
  - Winter months free for peak demand in heating repairs
- **Reduce no access rates**
  - Change wording of letters
  - Offering appointments to suit tenants
  - Engineers calling tenants in advance
  - Carry out survey of no access properties





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