

**REPORT FOR: TENANTS',
LEASEHOLDERS' AND
RESIDENTS'
CONSULTATIVE FORUM**

Date of Meeting: 11 January 2012

Subject: **INFORMATION REPORT – Asset
Management Update**

Responsible Officer: Lynne Pennington, Divisional Director
Housing Services

Exempt: No

Enclosures: Appendix 1 - Repairs Charter

Section 1 – Summary

This report sets out to update the forum on progress made in the Asset Management Team, review current performance and consider a proposed repairs charter

FOR INFORMATION

Section 2 – Report

Procurement update

2.1

As reported to the TLRCF in November work is well underway to procure the new repairs and maintenance service, which will become effective from the 1st July 2012. There has been a lot of interest by a range of contractors in applying for one or more of the contracts on offer.

2.2

We are currently at Pre Qualification Questionnaire stage for both the day to day repairs contracts and the gas contract. PQQ's are designed to ensure the company are fit for purpose, before we decide who we should actually invite to tender.

2.3

We have had 44 contractors complete PQQ's for the repairs contracts and 30 for the gas contract. With such level of interest we are very hopeful there will be a wide range of good quality contractors we can invite to submit a formal tender. The completed tenders will be judged on both quality and cost. It is proposed that tenants and leaseholders form part of the evaluation panels who assess the submitted tenders.

2.4

As this is a very quick moving process a verbal update will be given at the meeting

Staffing update

2.5

In the November TLRCF report it was highlighted that the council's Asset Management Team would need to be restructured to enable it to carryout a range of functions that were currently undertaken by the existing contractor. Formal consultation with the staff effected by the changes will start on the 5th January 2012.

2.6

The consultation will finish on the 2nd February 2012 and any changes arising from the consultation will be agreed by mid February. Then following the council's change management protocol the new structure will be implemented and we plan to go live with the new team from the 1st May 2012

Performance update

2.7

Responsive repairs.

The performance scorecard for Asset Management shows at the end of October that tenant satisfaction with works carried out in their homes was at 90% and above the 88% target for the period. The number of appointments kept for the same period had improved to 95.05%, just above the target of 95%

2.8

Gas safety

Health and safety of the council's tenants is a top priority and gas safety is a key element of this obligation. The council has a target of 100% of all properties to have a current gas safe certificate (CP12). At the end of October the performance stood at 99.77% and only 3 properties had a service outstanding for longer than a month.

2.9

Voids

Voids continue to be a concern with a recent influx of properties which have been vacated and left in an extremely poor state of repair. The new approvals process is in place and a review of spend and options for the rest of the financial year will be undertaken after the actual spend figures for the end of period 8 (November) are released. A verbal update will be given to the meeting on the budget position. However as an interim measure to try and control expenditure while the fuller review is completed it is proposed to restrict transfers to under occupation and urgent management cases only.

Repairs Charter

2.10

As part of the procurement process for the new repairs contracts we need to review the repairs policy and in following best practice produce a repairs charter which lays out the following key points for our tenants:

- The aim of the service
- What service users can expect
- How to report a repair
- Definitions of repair types
- Tenants rights
- Recharges
- Service standards
- Each parties responsibilities
- Any special needs
- Any exclusions

2.11

Enclosed with this report is an early draft for the London Borough of Harrow. In draft form it will form part of the procurement process allowing contractors

to get a feel of the service we are trying to deliver and to what standard. The key points to be brought to the TLRCF attention are as follows:

- The key aims of the service
- Repair priorities
- Restrictions on the service
- Service standards

2.12

It is important that this charter is widely consulted on and so far the following consultation has taken place:

- Procurement Project Board
- Asset Management Improvement Group
- The Asset Management Team
- Harrow Council Legal Team
- Members Policy Group

2.13

Following the views of the TLRCF the charter will go to the Cabinet in March for final approval.

Section 3 – Further Information

3.1

All relevant information is contained in the report, but further progress reports will be made to the TLRCF in the future

Section 4 – Financial Implications

4.1

The report has highlighted the following financial implications:

- The procurement of new contracts for the repairs and maintenance service, which has Cabinet approval
- The repairs charter introduces a number of changes which may increase demand for the service. Some of the extra costs will be offset by the reduced contract prices for the new contracts and the introduction of the recharge policy.

Section 5 - Equalities implications

Equality Impact Assessments have been carried out for the repairs procurement.

Section 6 – Corporate Priorities

Please identify which corporate priority the report incorporates and how:

- Keeping neighbourhoods clean, green and safe:
The new repairs contracts and the proposed repairs charter
- United and involved communities: A Council that listens and leads:
Tenant and leaseholder involvement in the new repairs contracts and the consultation on the repairs charter
- Supporting and protecting people who are most in need:
Provision of the repairs service and service standards in the repairs charter
- Supporting our town centre, our local shopping centres and businesses:
Encouraging local contractors to apply to deliver the new repairs contracts

Name: Donna Edwards



On behalf of the Chief
Financial Officer

Date: 9/12/2011

Section 7 - Contact Details and Background Papers

Contact: Derek Stewart, Head of Asset Management 0208 424 1075 or 07919 697637

Background Papers: Repairs Charter