

Committee(s): Housing Management and Almshouses Sub (Community and Children's Services) Committee – For Information	Dated: 30th January 2023
Subject: Repairs & Maintenance and Voids Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 2, 12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Director of Community and Children's Services	For Information
Report author: Mike Saunders, Head of Repairs and Maintenance	

Summary

This report gives an update on the repairs and maintenance (R&M) service delivered by Wates Living Space and the void process.

The R&M service covers all HRA estates including the Almshouses and commercial properties

Recommendation(s)

Members are asked to note the report

Main Report

Background

1. The repairs and maintenance service is varied and is delivered by several contractors who specialise in particular areas of the service. These include, but not limited to:

- Day-to-Day Responsive Repairs
- Gas Servicing and Repairs
- Lift Maintenance and Repairs
- Active Fire Safety

Current Position

- Various contracts are in place to deliver repairs and maintenance service. This report will focus on the service delivered by Wates Living Space (Wates). On average there are approximately 6,500 responsive repair orders raised to Wates each year. These are on several different priorities depending on the type of work, the urgency and complexity. Below details Wates performance against the various priorities for the year ending 31st March 2022

KPI Results for 2021/22	Target	Achieved
P0 completed within 4 hours (%)	95%	91.92%
P1 completed within 24 hours (%)	95%	96.08%
P2 completed within 3 working days (%)	95%	95.60%
P3 completed within 5 working days (%)	95%	90.72%
P4 completed within 20 working days (%)	96%	91.73%
Emergency Out of Hours	100%	100.00%

- Wates' performance has been varied over the course of the contract. A number of factors have attributed to the lower than expected performance. The contract was awarded using NHF National Schedule of Rates (NatFed). NatFed rates are set. Bidders either uplift each rate, bid at that rate or offer a discount. It is not unusual or bidders to apply a set percentage across all rates.
- Wates submitted a highly competitive bid and were subsequently awarded the contract. In delivering the service, Wates use sub-contractors to carry out a high volume of work. Whilst this is not unusual, the highly competitive rates result in limited availability of sub-contractors and, in some cases, leads to poor quality of work.
- Management of the contract has become increasingly difficult as the industry faces limited resources, increased labour costs, increased material costs. The rates within the contract are fixed and are uplifted annually in line with the BCIS rates. Taking these factors into account, the decision was made to terminate the current contract with Wates. Work has now commenced for the procurement of a new contract which, we expect will commence on 1st October 2023. Officer delays and committee cycles has meant the new contract will commence later than initially anticipated. Resident involvement will be an important part of the procurement process and we will look at engaging with residents to review the submissions made to provide feedback to the evaluation team as part of the formal moderation process
- Wates have other contracts in place with the City of London Corporation and have confirmed that they remain committed to the current contract until it terminates.

Void Properties

7. In 2022, Property Services completed 68 void properties. In most cases, Property Services will have access to the property on a Monday with the aim to complete void works within 10 working days for a basic void. For complex voids, the target is 20 working days.
8. Complex void includes those where the property has been handed back in a poor condition, extensive clearance, complete redecorations. Occasionally a void will require kitchen and/or bathroom replacements. They may also require installation of central heating. In these cases, Property Services liaise with Housing Management and agree an extended date for completion. Whilst voids involve a number of contractors which requires a high level of co-ordination, Wates performance in completing void works has been to a good level
9. During the void period, various statutory checks are carried including electrical safety inspection and gas safety inspection. Attached is a draft, revised void letting standard. This is currently under review and is provided for members information. This will be part of the pack provided to new tenants before the tenancy commences.

Appendices

Appendix A - Voids Letting Standard (Draft)

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