

Repairs and Maintenance Contract Renewal Working Party

RCC Report

Resident members

David Graves (until May 2024)

Jane Northcote

Ted Reilly

Objectives of the resident representation

Since August 2023, the resident members of this working party have been working with the City's procurement and project teams to

- design a new R&M Contract
- ensure that a proper management structure is in place to implement this contract
- ensure that leaseholders' interests are protected and enhanced.
- Ensure that the new contractor mobilises in the first quarter of 2025 and starts work in April 2025

Current position

- **Contract Design**

We are in the last stages of designing the new contract ready for prequalification and tenders. The resident members do not claim to have the expertise to comment on the design of the contract but are currently ensuring the following key leaseholder needs are met in the contract design and subsequent negotiation.

1. Jobs done properly
2. Jobs done on time
3. Respectful manner to residents
4. Transparency of costs to leaseholders
5. Incentives for the contractor to deliver right first time
6. Performance monitoring and penalties, including dismissal, for poor performance
7. Data collection so that work not payable by leaseholders can be identified
8. Any work outside Schedule of Rates (SOR) is specified and costed by quotation, verified by a BEO manager
9. Non-SOR work and any work over £x is tendered competitively and does not go automatically to the repairs contractor.
10. The Work specified in the Works Order is the work that gets done - no variation after raising.
11. Pre-inspection and post inspection of work done by BEO and or the leaseholder where relevant.
12. Photographic evidence of work before, during and after completion, checked by BEO and or the leaseholder where relevant.
13. The SOR should include all expected work, and be subject to routine review and change control.

- **Contractor Selection**

Again, the resident members do not claim to have appropriate experience in tender evaluation. However, two places on the evaluation team have been reserved for residents. The resident role there will be to ensure that leaseholders' interests are properly recognized.

- **Management of the implementation of the contract**

Together with other changes to the management structure of the Barbican Residential Estate, it appears that a robust management structure together with rigorous controls has been put in place for this contract.