
Items from Central Residents Only meeting on 17 September June 2019

1. Equality and inclusivity of Customer Services

1. Future Repairs Task and Finish Group

Members of the *Future Repairs Task & Finish Group* raised some serious concerns about the proposed division of contracts.

- A continuation of the contract system used with Mears is likely to result in the same problems.
- The qualifying and long-term agreements give a monopoly to big companies, across eleven work-streams.
- Consideration needs to be given to changes in laws which will affect this process once Britain has left the European Union.

The Task & Finish Group will continue to raise these issues, but they also need to be discussed at Area Panel and Housing Committee. It is vital the right decisions are made now, as this will affect the service residents receive for many years.

Response from David Canham, Senior Programme Manager 01273 293165

The contract with Mears is a ten year partnering contract which will end on 31 March 2020. The council agreed at September 2018 Housing & New Homes Committee, and at October 2018 Policy, Resources & Growth Committee to deliver these services in a different way from April 2020.

It is important to identify that repairs and replacement works will be separated and carried out through different arrangements. Repairs will be carried out by the council's in-house repairs team and replacement works will be through the contracts detailed below.

In addition the council will be responsible for specifying, tendering and quality control on all works with Customer Service and Quality Assurance functions also being delivered directly by the council.

Planned maintenance and improvement works will be delivered by a number of contractors who will competitively bid for the works. The works will be split into seven lots and contracts will be awarded for a five year period (with an option to extend by 2 years depending on performance). The lots are as follows:

- *Lot 1: Kitchens and bathrooms replacement*

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- Lot 2: Internal and external repairs and maintenance
- Lot 3: Windows
- Lot 4: Roof replacements
- Lot 5: Doors – flats and street property doors (including fire doors)
- Lot 6: Doors – main entrance doors
- Lot 7: Communal and domestic rewiring

For major capital works, contractors will bid to join a Framework. The Framework will be split into two lots – one for works under £300k, and the other for works over £300k. Splitting the lots this way will provide more opportunities for small, medium, and local businesses. Each lot will have up to six contractors on it, who will then competitively bid for major capital works projects as they occur.

The legal framework for public procurement will for the most part remain the same once the UK has left the EU. One key difference will be the need to send notices to a new UK e-notification service instead of the EU Publications Office.

Contracting authorities such as the council, have a legal obligation to publish public procurement notices. In a no deal scenario, contracting authorities may no longer have access to the EU Publications Office and the online supplement to the Official Journal of the EU (OJEU) dedicated to European public procurement. Therefore, the government has amended current legislation to instead require UK contracting authorities to publish public procurement notices to a new UK e-notification service. The new service is called Find a Tender (FTS).