

Repairs and Maintenance Procurement Approach

This Approach: Aims to establish a consistent suite of contracts that supports the delivery of services across the property portfolio and ensure compliance with Procurement Regulations.

The Need: To support the delivery of responsive repairs across the housing and commercial estate, the Council requires a structured procurement approach. This programme will embed standardised contracts that provide consistency, strengthen compliance, and ensure the service can respond effectively to demand. The requirements and timetable outlined below will meet both immediate and medium-term needs, while providing a robust foundation for future service delivery.

Context and Rationale: This approach ensures transparent, well-structured contractual arrangements with providers. Integrating specialist contracts will support continued alignment with Council policies and Procurement legislation, offering greater consistency in governance and a robust framework for service delivery.

Strategic Fit and Impact: By embedding a consistent approach to contract oversight, governance, and transparency, the approach supports the timely delivery of safe, well-maintained homes and ensures effective management across the wider property portfolio.

Impact on ongoing projects: Existing suppliers will remain in place during the transition, with engagement focused on maintaining responsiveness and ensuring a smooth handover to the new contractual framework.

Outcomes:

- Faster resolution of DCM and legal disrepair cases through better coordination, leading to quicker improvements for tenants experiencing urgent issues.
- Streamlined processes, reduced risks, and more efficient use of funds, ensuring resources are directed to works that have the greatest impact on residents.
- Improved financial transparency and reporting, giving tenants confidence in how services are managed and delivered.
- Compliance more consistently embedded across services, helping to protect tenant health, safety, and wellbeing.
- More reliable delivery of responsive repairs and planned works, reducing disruption for tenants and improving satisfaction.
- Stronger oversight of the wider property portfolio, contributing to better maintained homes and estates.

Appendix 1 to Strategic Procurement Pipeline for Repairs, Maintenance, and Compliance Contracts

- Reduced repeat repairs through accurate diagnosis and long-term solutions, giving tenants more reliable outcomes and fewer disruptions.
- Improved communication with tenants about the status of repairs and works, helping residents feel informed and reassured.
- Shorter void turnaround times, meaning homes are available for re-let more quickly to those in housing need.
- Better integration of health and safety measures (asbestos, fire, water testing), directly improving tenant safety in their homes.
- More predictable scheduling of works, reducing inconvenience to tenants and supporting better planning of estate improvements.

Benefits:

Financial

- Cost avoidance: By proactively strengthening compliance, the Council reduces reputational and legal risks, avoiding significant future costs.
- Better value for money through transparent procurement and more efficient use of resources, ensuring public funds deliver maximum benefit to residents.
- Reduced risk of costly litigation or compensation claims, by resolving issues earlier and more effectively.
- Longer asset life through more accurate diagnosis and quality repairs, lowering long-term costs of maintenance.

Non-financial

- Compliance with legislation, ensuring services meet evolving government and regulatory standards.
- Improved tenant satisfaction through clearer, transparent service delivery and faster resolution of issues.
- Reduced escalation to Ombudsman, with complaints resolved earlier and more effectively.
- Reputational risk mitigated, helping the Council maintain trust with tenants and stakeholders.
- Improved tenant safety, through stronger focus on health and safety compliance (fire, asbestos, water testing).
- Enhanced communication with residents, ensuring they are informed, reassured, and engaged throughout the repairs process.

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- Faster re-letting of void properties, helping to meet housing demand more effectively.
- Strengthened partnership with suppliers, supporting continuity of service and better outcomes for tenants.
- Support for community wealth building, by designing procurements that generate wider social and economic value for the city.
- Opportunities for local SMEs, ensuring that smaller businesses can access Council supply chains and contribute to local service delivery.

Success Criteria

- RICS-qualified surveyors and specialist managers in place
Metric: Professional qualifications and training records
- Accurate diagnosis and long-term solutions
Metric: Rate of repeat repairs within 12 months
- Transparent contracts mitigating liabilities
Metric: Audit assurance of contract governance
- Effective response to legislative demands
Metric: Compliance audit outcomes
- Public confidence and assurance in service delivery
Metric: Tenant satisfaction (TSM)
- Reduction in backlogs and tenant complaints
Metric: Volume of outstanding cases / complaints resolved within target times
- Improved tenant satisfaction scores
Metric: Tenant satisfaction (TSM)
- Demonstrable tenant safety improvements
Metric: Health & safety compliance inspections
- Faster re-letting of void properties
Metric: Average void turnaround time
- Evidence of community wealth building
Metric: Social value reporting
- Participation of local SMEs within supply chains
Metric: Proportion of spend with SMEs
- Consistent service standards across the housing and commercial portfolio
Metric: Service performance monitoring by estate/portfolio segment

Performance Target: By Summer 2026, all formal contract appointments will be completed and embedded, with transparent reporting in place to demonstrate value for money. Within six months of implementation, measurable improvements will be evident in tenant satisfaction, reduced repair backlogs, and consistent service standards across the housing and wider property portfolio.

Key Activities

- ASB1 – Asbestos Removal – Replace current arrangement with a 3-year contract (2 plus 1) procured using a framework supplier.
- ASB2 – Asbestos Surveying and Monitoring – Current contract expires Mar'26, extend agreement for up to 3 years (2 plus 1).
- WAT1 – Water Testing – Current contract expires Mar'26. Replace with contract procured via framework supplier for up to 3 years (2 plus 1).
- HEAT1 – Heating Services Maintenance – Current contract expires Aug'26, extend by up to 3 years (2 plus 1).
- FIRE1 – Fire Remediation urgent works and fire door replacements – Extend existing planned works contract (Foster and/or TSG).
- DCM1 – Surveying Services – Immediate 1-year compliant contract to address Awaab's Law, followed by procurement of a long-term provider up to 5 years (3 plus 2).
- DCM2 – Rectification Works – Extend existing planned works contract until Mar'26.
- DCM3 – Rectification Works (All) – Procure term service provider up to 7 years (5 plus 2) commencing Apr'26.
- GEN1 – General builders' disrepair rectification works, minor structural repairs, responsive repairs multi-trade contract – Extend existing planned works contract until Mar'26.
- GEN2 – General builders' contract (North) – Procure provider up to 8 years (5 plus 3) commencing Apr'26.
- GEN3 – General builders' contract (South) – Procure provider up to 7 years (5 plus 2) commencing Apr'26.
- VOID ALL – Voids Contract – Procure term provider up to 7 years (5 plus 2) commencing Apr'26.
- Drainage – Review procurement via framework supplier or run procurement if required.

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- LOTS – DCM, General Builders North and South, and Voids contract may be undertaken in Lots under two procurement exercises.

Programme Table

Service	Start Procurement	Value	Duration	Route
• ASB1 – Asbestos Removal	Aug 2025	£0.90m	2+1 yrs	Framework
• ASB2 – Asbestos Surveying	Jan 2026	£1.0m	2+1 yrs	Framework
• WAT1 – Water Testing	Sept 2025	£0.15m	2+1 yrs	Framework
• HEAT1 – Heating	Mar 2026	£3.30m	2+1 yrs	Extend
• FIRE1 – Fire Doors	Aug 2025	£2.75m	Agreed	Planned Maint.
• DCM1 – Surveying	Apr 2026	£1.80m	3+2 yrs	In-house tender
• DCM2 – Variation	Sept/Oct 2025	£4.0m	6 months	Contract variation
• DCM3 – Remedial	Aug 2025	£20.0m	5+2 yrs	In-house tender
• GEN1 – Variation	Sept/Oct 2025	£1.0m	6 months	Contract variation
• GEN2 – North	Aug/Sept 2025	£16.0m	5+3 yrs	In-house tender
• GEN3 – South	Aug/Sept 2025	£14.0m	5+2 yrs	In-house tender
• VOID ALL	Aug/Sept 2025	£8.10m	5+3 yrs	In-house tender
• Drainage	Aug/Sept 2025	£0.50m	2+1 yrs	FW or tender