

Update on Mobilisation of Repairs and Empty Property Contractor (Housing, Simon Allen)

Synopsis of report:

Runnymede Borough Council's Housing Service has entered a five plus five-year contract with MCP to deliver a comprehensive and digital day-to-day repairs and empty property delivery contract. This report will provide an update as to the status and any risks that have arisen since Committee approved MCP's appointment in September 2022.

Recommendation(s):

None. This report is for information only.

1. Context and background of report

- 1.1 In September 2022, Housing Committee approved a report recommending the appointment of MCP as the new repairs and empty property contractor on an initial five-year contract with the option to extend for a further five years based upon performance within the initial contract period.
- 1.2 This report will provide Committee with further details in relation to the mobilisation meetings and any additional risks that were not identified within the overall project scope.

2. Report

- 2.1 Since MCP were awarded the contract in late September 2022, the Housing Technical Services Team and MCP have engaged in a service implementation and configuration meeting.
- 2.1 Since January 2023 these meeting have reverted to every two weeks to ensure no slippage of key milestones occurs prior to commencement in April 2023 without any unforeseen issues.
- 2.3 To date, no new risks have been identified and the initial project plan is meeting its key milestones.
- 2.4 MCP are undertaking a round of recruitment for new operatives to cover this contract and have engaged with Runnymede Borough Council to advertise via local avenues. This forms part of the "stay local" mantra in terms of locally sourced recruitment.
- 2.5 Running in tandem to the above operational meetings, MCP have also arranged various other meetings, to review the following:
 1. Tenant Engagement
 2. Public Relations and Press – MCP has sponsored the Sports category at the Runnymede Civic Awards, which are being held at Foxhills Country Club
 3. Digital Services – NEC implementation
 4. Financial

2.6 The new tenants' repairs handbook is well underway and will be ready shortly after the commencement of the contract on 3 April 2023.

2.7 MCP and Housing Technical Services Team will also be holding meet and greet with tenants and sending our official flyers and leaflets to introduce MCP to all Runnymede housing tenants.

3. **Policy framework implications**

3.1 Committee agreed the new Repairs Policy in September which will be fully implemented as part of a suite of policies and processes covering the repairs, maintenance, and void management when the new contract commences. Other key policies in accordance with this contract and delivery would be -

- Landlord and Tenant Act 1985
- Housing Asset Management Plan 2021-2026
- Repairs Policy 2021
- Recharge Policy 2022

4. **Resource implications**

4.1 The contract value listed within the ITT was £1.3 Million per annum which is fully budgeted in the existing Housing Budgets for 2022/23. The successful suppliers cost returns were within budgeted expenditures.

5. **Legal implications**

5.1 The Housing Act 1985 articulates the legal obligations placed on social landlords regarding the provision of a repairs and maintenance service.

5.2 The Building Act 1984 and Building Regulations describes how certain repair work must be completed.

5.3 Health and safety legislation and regulations also apply to the provision of this service as repairs will be made to services such as gas appliances, electrical installations, and water systems.

5.4 Provisions relating to working at height and the removal of asbestos must also be complied with in the delivery of this service.

6. **Equality implications**

6.1 An Equalities Impact Assessment was completed as part of the procurement of the new repairs, maintenance and voids contract.

6.2 Runnymede Borough Council will expect the new contractor to comply with all legal requirements in relation to equalities in the provision of this service. For example: -

- The Health and Safety at Work Act 1974 is a statutory requirement and, therefore, must be adhered to by all employers, employees, and contractors irrespective of any protected characteristics under the Equalities Act 2010.
- The Equalities Act 2010 commits public bodies to ensure there are no direct or indirect forms of discrimination in the provision of services. The Repairs

and Maintenance Contractor as an organisation delivering services on behalf of Runnymede Borough Council is required to comply with this provision.

- Runnymede Borough Council through the period of the contract will monitor delivery of the work to ensure that tenants and leaseholders do not suffer any form of discrimination in the type or delivery of the work undertaken.

7 **Conclusions**

- 7.1 Officers ask that Committee note the details within the report for information only.

(For information)

Background Papers

None