

**Report to** Cabinet  
12 February 2020  
**Report of** Head of neighbourhood housing services  
**Subject** To award contracts for housing repair and maintenance works

**Item**

12

## KEY DECISION

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### Purpose

To seek approval to award seven contracts for housing repair and maintenance works and to seek approval to delegated authority on a further two contracts.

### Recommendation

- 1) To approve the award of the following seven contracts for various housing repair related areas:
  - a) Re-wire element within the main Electrical Upgrades, Re-wires and Inspections contract to Foster Property Maintenance Ltd;
  - b) Electrical Upgrades and Inspections element within the Electrical Upgrades, Re-wires and Inspections contract to Gasway Services Ltd;
  - c) Re-Pointing contract to Foster Property Maintenance Ltd;
  - d) Kitchen and Bathroom Replacement contract to Foster Property Maintenance Ltd;
  - e) Domestic Gas Heating Upgrading Provision contract to P H Jones Ltd;
  - f) Composite Door and Window Upgrades contracts to Anglian Windows Ltd and Ashford Commercial Ltd;
  - g) Paintings and Repairs contract to Mitie Property Services Ltd; and
- 2) to delegate authority to award two contracts for housing repair to the director of people and neighbourhoods in consultation with the deputy leader and cabinet member for social housing as follows:
  - a) Renewal of Timber Roofline in PVCU contract; and
  - b) Housing Roofing Repair Programme contract

### Corporate and service priorities

The report helps to meet the corporate priority Great neighbourhoods, housing and environment

## Financial implications

The costs arising from the decisions to award the contracts as detailed are included in the HRA Capital and Revenue programme for 2020/2021 which will be considered by Council on 18 February 2020.

The year one value of each contract is:

Re-wire element	£ 916,000
Electrical Upgrades and Inspections	£ 2,140,000
Re-Pointing	£ 200,000
Kitchen and Bathroom Replacement	£ 3,400,000
Domestic Gas Heating Upgrading	£ 2,500,000
Composite Door and Window Upgrades	£ 1,850,000
Paintings and Repairs	£ 700,000
Renewal of Timber Roofline in PVCU	£ 200,000
Housing Roofing Repair Programme	£ 263,000
<b>TOTAL (Year one)</b>	<b>£12,169,000</b>

The total value for years two and three will be subject to cabinet approval each subsequent year.

**Ward/s:** All Wards

**Cabinet member:** Councillor Harris - Deputy Leader and social housing

### Contact officers

Lee Robson, Head of Neighbourhood Housing Norwich City Council	01603 212939
Neil Watts, Major Works and Services Manager NPS Norwich Ltd.	01603 227172
John Hodson, Housing and Operations Manager NPS Norwich Ltd.	01603 227900

## Background documents

None

# Report

## Introduction

1. Norwich City Council has a programme of ongoing investment in its housing stock to prolong the life of the property portfolio and to ensure that the Council meets the 'Norwich standard' for the homes it provides.
2. The investment includes major repairs, servicing and upgrades to many elements within its housing portfolio including electrical systems, structural elements, kitchens and bathrooms, gas heating systems, doors and windows, roofing works and painting and associated repairs. Works proposed on these elements are itemised in this cabinet report.
3. The continued investment outlined in the proposed programmed works will have a substantial impact in improving the quality of the homes the council provides and also on reducing the number of responsive day to day repairs that will need to be carried out.
4. In addition, the works ensure that Norwich City Council complies with its statutory duty as a landlord with regard to gas and electrical installations.
5. The works have been identified using data gathered, collated and retained by stock conditions surveys and other methods and stored in the asset management database. This database informs the programme and the 30-60 year business plan for the HRA.
6. The works will be implemented via a number of framework contracts set up by Eastern Procurement Ltd (EPL). As a member of EPL, Norwich City Council benefits from the lower rates achieved from grouping the work required by all of its members.
7. The individual contracts are to be awarded under active EPL frameworks. They will be awarded as a one year plus one year plus one year term, covering a total of three years. Monitoring will be undertaken yearly and the extension of contracts will be subject to good performance.
8. It is proposed that the these contracts are awarded based on year one estimates and which are included within the 2020-21 HRA capital programme.

## Electrical Upgrades, Re-wires and Inspections

9. Gasway Ltd. will undertake approximately 1450 electrical upgrades and 2600 inspections. The proposed budget allocation for year one is £2,140,000.
10. Foster Property Maintenance Ltd. will undertake approximately 380 re-wires. The proposed budget allocation for year one is £916,000.
11. This is an ambitious target for the electrical, upgrades and inspections. However, the completed works will ensure that all electrical installations are reliable and up to date.

## Re-Pointing

12. Fosters Property Maintenance Ltd. will undertake the masonry re-pointing of approximately 35 properties. The proposed budget allocation for year one is £200,000.
13. These works reduce the potential for damp ingress, maintain the structural integrity of the building and enhance the visual appearance of the property.

### **Kitchen and Bathroom Replacements**

14. Fosters Property Maintenance Ltd. will deliver the kitchen and bathroom replacements and will undertake approximately 288 new kitchens and 581 new bathrooms.
15. The proposed budget allocation for year one is £3.4 million apportioned as £1.4 million for kitchens and £2 million for bathrooms.
16. The replacement works will mean that kitchens and bathrooms will be clean, modern and easy to clean and use. The shower units will be simple to operate and new fan units will ensure that damp and moisture is removed from the bathrooms. The new fixtures and fittings will improve the appearance within the dwellings.

### **Domestic Gas Heating Upgrading Provision**

17. The upgrades involve the complete renewal of domestic heating systems with replacement boilers, controls, radiators and pipework.
18. P H Jones Ltd. will undertake the domestic gas heating upgrading works.
19. They will undertake approximately 500 planned upgrades and 100 re-active upgrades and the proposed budget allocation for year one is £2.5 million.
20. The works will provide a significant improvement in thermal comfort within the council tenancies. The installations will be reliable, easy to operate and responsive to individual tenants. In addition the new systems will have an improved thermal efficiency which will reduce heating bills, improve levels of fuel poverty and will contribute toward financial inclusion.

### **Composite Door and Window Upgrades**

21. Anglian Windows Ltd. and Ashford Commercial Ltd. will undertake the installation of front & rear GRP doors. It is anticipated that a total of 1050 doors will be installed. The proposal is to offer both suppliers an equal number of doors to replace. The proposed budget allocation for year one is £1,050,000.
22. An allowance within the £1,050,000 budget of up to £65,000.00 is to be allocated for one off responsive door renewals that are required due to forced entry or welfare checks.
23. Anglian Windows Ltd. will undertake the installation of PVCU double glazed windows to approximately 259 domestic properties. They will also undertake the installation of communal windows in seven blocks. The proposed budget

allocation for year one is £800,000 apportioned as £700k for domestic window and £100k for communal windows.

24. These works provide enhanced security and assist in alleviating the fear of crime. In doing so they help towards the development of safer neighbourhoods. In addition the improvement in thermal efficiency reduces heating bills, reduces fuel poverty and contributes towards the council's financial inclusion work.

### **Renewal of Timber Roofline in PVCU**

25. The most competitive supplier on the EPL framework for the replacement of existing timber fascia's, soffits and metal gutters, with new PVCu including deep flow gutters, will undertake this work to 33 properties. The proposed budget allocation for year one is £200,000.
26. This work reduces the maintenance requirement to have a 5 year cycle of painting and repairs. As well as improving the visual appearance leading to an enhanced the visual environment, the works also significantly reduce the instances of water and damp ingress.

### **Housing Roofing Repair Programme**

27. The most competitive framework supplier will undertake the renewal of existing traditional pitched and flat roofs, with new felt, battens and tiles including deep flow gutters. This will be undertaken to approximately 38 properties. The proposed budget allocation for year one is £263,000.
28. This work will remove all instances of water and damp penetration leading to much improved living conditions. An element of the work is the inclusion of additional loft insulation with the corresponding improvement in thermal efficiency, which reduces heating bills, reduces instances of fuel poverty and contributes towards the council's financial inclusion work.

### **Paintings and Repairs**

29. Mitie Property Services UK Ltd will undertake repairs and painting to houses, flats and garages and will include external and communal areas. Approximately 5,200 assets will be repaired and decorated. The proposed budget allocation for year one is £700,000.
30. The repairs and redecoration will limit any further deterioration to the assets, reduce the need for short/medium term maintenance and improve the visual appearance.

## Integrated impact assessment



**NORWICH**  
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with the completion of the assessment can be found [here](#). Delete this row after completion

### Report author to complete

<b>Committee:</b>	Cabinet
<b>Committee date:</b>	12 February 2020
<b>Director / Head of service</b>	Lee Robson
<b>Report subject:</b>	To award contracts for various housing repair and maintenance works contracts
<b>Date assessed:</b>	11 February 2020

	Impact			
<b>Economic</b> (please add an 'x' as appropriate)	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Finance (value for money)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frameworks procured through Eastern Procurement Ltd. ensure that Norwich City Council achieves value for money.
<b>Other departments and services</b> e.g. office facilities, customer contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>ICT services</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Economic development</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Financial inclusion</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Social</b> (please add an 'x' as appropriate)	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Safeguarding children and adults</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b><u>S17 crime and disorder act 1998</u></b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Human Rights Act 1998</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Health and well being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>These works ensure that the Norwich Standard for housing is upheld so that tenants can live in safe, well maintained homes that are fit for purpose and cost effective to heat. The works identified ensure the housing stock remains in a good state of repair and tenants have quality homes to live in.</p> <p>These works also ensure the council's compliance with statutory responsibilities as a Landlord relating to gas and electrical installations, servicing and maintenance.</p>
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



	Impact			
Pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment	
Positive	
Negative	
Neutral	
Issues	