

**Report to** Cabinet  
11 March 2020  
**Report of** Head of neighbourhood housing services  
**Subject** The award of contract for a decoration allowance scheme  
for new housing tenants

**Item**

12

## KEY DECISION

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### Purpose

To consider an award of a contract for a decoration allowance scheme for new housing tenants

### Recommendation

To delegate authority to the director of people and neighbourhoods in consultation with the deputy leader and cabinet member for social housing to award the contract for a decoration allowance scheme for new housing tenants.

### Corporate and service priorities

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

### Financial implications

The costs arising from this decision will be met from approved budgetary provision within the Housing Revenue Account to a value of approximately £132,500.00 in total for each financial year, depending on the need for vouchers or decoration packs.

The contract usage will be based on the available budgets to provide the services. If the Councils approach changes in this area and there is no available budget we would simply cease obtaining the vouchers or packs.

**Ward/s:** All Wards

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

### Contact officers

Lee Robson – Head of neighbourhood housing 01603 212939

Angie Pelling – Housing team leader lettings 01603 213572

### Background documents

None

# Report

## Introduction

1. The Council has a contract for the provision of voucher and paint packs for an allowance scheme for tenants. These are with:
  - a) B&Q who provide a plastic card which is loaded with £25.00 per room – to the amount allocated. For example, three rooms = £75.00. Tenants can purchase items such as paint/brushes/rollers/ filler.
  - b) Crown Paints Ltd and PPG Johnstones who provide paint packs which are awarded from one room to a four bedroom house and are delivered free.
2. Appendix 1 shows an example of the paint packs available for a two bedroom flat from.
3. Other options available for tenants to access the scheme includes:
  - i) Use a local supplier, R E Thorns Ltd, which sits outside of this contract. This operates on a similar voucher basis costed at £25.00 per room.
  - ii) A BACS (cash) payment of £25.00 plus up to £50.00 per room (with a maximum of £75.00 per room) which can be awarded to any disabled tenants who are unable to decorate or have family who are unable to undertake the decoration on their behalf. This assists in paying someone to decorate the home.
4. The amounts paid out last year through this scheme were:

• Cash Payments	£15,500
• Plastic cards	£73,796.81
• Paint packs	£14,394.83
• Local supplier plastic cards	£0
5. These items are given for new tenancies for the decoration of the property, by the tenant, to a reasonable standard.
6. A lettings officer will determine the number of rooms which require decoration by the current standard of decoration, which is based on the council's current lettings standards. This is undertaken via an inspection of the property by officers.
7. At the viewing of the property the applicant is advised of the amount and the choice of supplier available to them. They are also asked for the supplier they would like to receive their decoration supplies from. Completion of the works is reviewed by the tenancy management officer at a settling in visit.

8. The current allowance is -
- either £25 per room for a voucher
  - or based on size of property for other suppliers.
9. The current contract was awarded via a procurement framework open to local authorities to access. This framework is still considered the best way to obtain the requirements. It provides a variety of options for tenants to access the paint and materials which is useful as needs and locations within the city may preclude tenants from going to one source.
10. The benefits of the scheme are that:
- a) At the end of each financial year the council receives a rebate from the providers which is based on the level of spend. In the last financial year (2018/2019) the council received a 19% rebate totalling £14,062. This money is returned to the Housing Revenue Account (HRA).
  - b) Tenants are able to choose their own colours and decorate to their own wishes.
  - c) Current feedback is generally good for the choices of goods and providers.
  - d) The scheme keeps void times down.
  - e) The scheme keeps costs down. For example, the approximate price to decorate a one bedroom flat is £1,258.00; two bedroom flat/house is £1,455.00; three bedroom flat/house is £2,100.00 with neutral colour scheme.

### **Risk implications**

11. Currently the risks of not offering the decoration vouchers or paint packs to tenants are:
- a) That the council would have to decorate each property at a greater cost than the vouchers offered.
  - b) People may not take up tenancies because of the state of the properties leading to a higher viewing turnover.

### **Conclusion**

12. It is recommended to delegate approval to the Director of people and neighbourhoods in consultation with the cabinet member for social housing to award the contract for a decoration allowance scheme for new housing tenants for the next two years following a procurement exercise.
13. The total value across all suppliers will be up to a maximum spend of £132,500 per annum.

## Integrated impact assessment



**NORWICH**  
City Council

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

### Report author to complete

<b>Committee:</b>	Cabinet
<b>Committee date:</b>	11 March 2020
<b>Director / Head of service</b>	Lee Robson
<b>Report subject:</b>	The award of contract for a decoration allowance scheme for new housing tenants
<b>Date assessed:</b>	25 February 2020

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Opportunity for a better environment for the tenant.

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments

	Impact			
<b>Risk management</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>1. Risk of challenge from unsuccessful suppliers:</p> <p>The tenders and frameworks have followed a restricted process carried out by Procurement for Housing, with award criteria being based on the most economically advantageous tender, there is no risk of challenge from unsuccessful suppliers at this stage as the framework allows for direct award to any supplier.</p> <p>2. Risk of supplier failure:</p> <p>There is a risk that the appointed suppliers could fail during the life of the contract. This is low risk the supplier is a multi-national company but if it does happen our services would continue to be provided via alternative suppliers on the framework. In addition the Council is not investing in the supplier and so the risk is one of service continuity rather than financial, which is further mitigated by the fact that this contract is planned in nature.</p>

### Recommendations from impact assessment

#### Positive

#### Negative

## Paint Packs 2017 - Customer Handouts

Pack C - 2 Bedroom Flat

Pack C Price £98.45



## Average room size

Living area - 17m sq

Kitchen - 15m sq

Bathroom - 4m sq

Bedroom - 15m sq and 8m sq

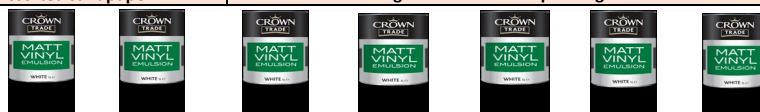
Hall - 6m sq

Paint - please select up to 4 colours from the Crown Colour Card

Quantity	Can Size	Product	Colour Choice	Used for .....	Item Cost	Code	Total Cost
2	5 litre	Crown Trade Acrylic Eggshell	Up to 2 colours	Walls	£20.88	5066078	£41.76
1	2.5 litre	Crown Trade Acrylic Eggshell	1 Colour	Walls	£11.97	5066077	£11.97
1	5 litre	Crown Trade Vinyl Matt Emulsion	White	Ceilings	£10.10	5024058	£10.10
1	2.5 litre	Crown Trade Satin Finish	White	Woodwork - skirting boards etc. No need for undercoat unless covering very dark colour or new wood	£11.35	5074312	£11.35
1	2.5 litre	Crown Trade Acrylic Eggshell	White	Walls or Ceilings	£10.61	5064685	£10.61

## Accessories

Product	Used for .....	Item Cost	Code
1 kg Ready Mixed Filler	Filling in small cracks in plaster, wood, bricks and stone	£1.15	6047709
9" Roller & Tray Kit	To apply emulsion to walls and ceilings supplied with spare roller sleeve	£3.70	6049069
1" Brush	For touching up emulsion and to apply undercoat and gloss to woodwork	£0.64	6048801
1.5" Brush		£1.05	6048802
2" Brush		£1.27	6048803
2" Masking Tape	To protect windows, door frames etc.	£1.16	6048810
12' x 9' Polythene Dust sheet	To protect furniture or carpet from drips	£1.27	6047951
750 ml White Spirit	White spirit for cleaning brushes	£1.36	6048269
Assorted sandpaper	To smooth down rough surfaces before painting	£1.06	6053561

To place your order please call 01603 760914, call in to the branch: Units 12 & 13 Kingsway, Norwich, NR2 4UE or email [Norwich@crownpaints.co.uk](mailto:Norwich@crownpaints.co.uk)