

Report to Housing Scrutiny Standing Panel

Date of meeting: 7 August 2012

Portfolio: Housing – Cllr D. Stallan

**Subject: Repairs Management Contract
Presentation – 1-Year on**



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Committee Secretary: Mark Jenkins (01992 56 4607)

Recommendations:

- (1) That a joint presentation be given to the Housing Scrutiny Panel by the Assistant Director of Housing (Property) and Mears on the progress made in the Housing Repairs Service following the introduction of the innovative “In-sourcing” arrangements 1-year on from its introduction.**

Background

1. In May 2011, following an EU procurement exercise, the Council let an innovative “In-sourcing” contract with Mears as the External Repairs Management Company, whereby Mears manage the Council’s own in-house Housing Repairs Service with the intention of delivering a stepped change in performance and service for our tenants.
2. One year on from its introduction, the Assistant Director of Housing (Property) and the Housing Repairs Manager representing Mears will be giving a short presentation on the progress that has been made in improving the management and services being delivered to tenants. This presentation will include a section on the delivery of the 5 “Key Deliverables”, improvements in KPI’s and Value for Money achievements so far. This will include a demonstration of the new Mears MCM IT system.