

## MUNICIPAL YEAR 2017/2018 REPORT NO.

### ACTION TO BE TAKEN UNDER DELEGATED AUTHORITY

**PORTFOLIO DECISION OF:**  
Cllr Ahmet Oykenler, Cabinet Member  
For Housing & Regeneration

**REPORT OF:**  
Ray James – Executive Director of Health Housing & Adult Social Care

**Agenda – Part: 1**

**Item: TBA**

**Subject:** Post Tender Report for Kettering Road and Channel Islands– Heating Replacement Scheme  
**Wards:** Enfield Lock  
**Key Decision No:** KD4020

Cabinet Member consulted:  
Cabinet Member for Housing and Regeneration

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### 1. EXECUTIVE SUMMARY

This report seeks approval to award a contract for heating and enveloping works and associated repairs as part of the Council's Housing Capital works programme. This is a Key Decision of the Council and is on the Key Decision List, reference KD4020

- 1.1. Seven contractors from the Major Housing Works Framework were invited to tender on the basis of single stage selective tender. Three tenders were submitted. The tender that is the most economically advantageous and which complies with the tender quality requirements of the Council is recommended.
- 1.2. Recommendation is given for the installation Ground Source Heat Pumps (GSHP) to individual flats which will be fed by a series of boreholes up to 250 metres deep. The boreholes will be situated in external areas adjacent to the blocks including park land adjacent to the Channel Island blocks. Full reinstatement of these areas is included in the works
- 1.3. GSHP is a renewable technology which uses natural heat from underground to provide heating and hot water. This is classified as a renewable technology and as such will attract a Renewable Heating Incentive which will help recover the HRA capital expenditure.
- 1.4. Since the tragic fire at Grenfell Tower the installation of a sprinkler system in all flats has been added to this contract as a variation. Final costs are not yet available but initial estimates suggest a cost of around £3,000 per flat is likely. With 50 flats in each of the two blocks this would add £300,000 to the total cost of the works

## 2. RECOMMENDATIONS

- 2.1. That the proposed scheme is to be funded from the Housing Capital Programme.
- 2.2. That approval is given to accept the most economically advantageous tender complying with the tender requirements of the Council submitted by Contractor 1 (see Part 2 for details).
- 2.3. That further approval is given to install sprinkler systems in the two blocks at a budget cost of £3,000 per flat (50 flats per block)

## 3. BACKGROUND

- 3.1. The scheme is part of Enfield's Major Works Programme. The scheme was selected as being suitable to receive new heating following the installation of ground source heating to similar blocks at Exeter Road.
- 3.2. The scheme consists of ground source heating installation to high rise blocks and insulated over cladding to Dorset and Keys Houses.
- 3.3. The Kettering Road and Channel Island estates consist of eight 13 storey high-rise blocks each of 50 or 51 flats. This gives a total of 402 units of which 318 are rented and 84 are leaseholder properties.
- 3.4. The breakdown of the blocks is as follows:

Block	Tenants	Leaseholders	Total
Dorset House	46	4	50
Guernsey House	36	14	50
Herm House	44	7	51
Jersey House	38	12	50
Keys House	36	14	50
Sark House	36	15	51
Welch House	43	7	50
Woolpack House	39	11	50
<b>Totals</b>	<b>318</b>	<b>84</b>	<b>402</b>

- 3.5. Consultants, who were appointed under separate approval after competitive tender, have prepared and administered tendering of the scheme.

#### **4. ALTERNATIVE OPTIONS CONSIDERED**

4.1 The alternative options considered for this project were:

- (a) Do nothing. Not an option as the heating has already failed in several flats and part heating is only provided in these instances.
- (b) Renew with new electric storage heating throughout flats. The current electricity capacity to the blocks is not capable of providing the additional electrical loadings required for electrical heating.

#### **5. REASONS FOR RECOMMENDATIONS**

- 5.1 All contractors who tendered for this project have fulfilled the Council's criteria for undertaking this type and value of work.
- 5.2 The recommended contractor has submitted the lowest tender and has been judged capable of complying with the specification.

#### **6. COMMENTS OF THE DIRECTOR OF FINANCE, RESOURCES AND CUSTOMER SERVICES, AND OTHER DEPARTMENTS**

##### **6.1 Financial Implications**

- 6.1.1 The comments of the Director of Finance, Resources & Customer Services are detailed in Part 2 of this Delegated Authority Report. The scheme has been reported as part of both the five year and annual procurement plans.

##### **6.2 Legal Implications**

- 6.1.1 The contents of this report constitute a Key Decision as the recommendation to accept the recommended tender for the works will lead to capital expenditure exceeding £250,000. This item has been included in the Key Decision List reference KD4020. Once approved the decision to proceed will be subject to the usual five day call-in period.
- 6.1.2 The Council has the power to alter, repair or improve its housing stock in accordance with Section 9 of the Housing Act 1985. Under section 20 of the Landlord and Tenant Act 1985, the Council as landlord has the ability to recharge leaseholders for major works via service charges, provided that there has been appropriate consultation pursuant to the Service Charges (Consultation Requirements) (England) Regulations 2003 (SI 2003/1987) The Council further has power under Section 111 of the Local Government Act 1972 to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of any of its functions. Additionally, the Council is empowered to enter

into contracts for the discharge of its legal powers (section 1 Local Government (Contracts) Act 1997). The Council moreover has a general power of competence under section 1(1) of the Localism Act 2011 to do anything that individuals generally may do, provided it is not prohibited by legislation and subject to Public Law principles.

- 6.1.3 Seven contractors were selected from The Major Housing Works Framework to tender for the opportunity, on the basis of single stage selective tender. The use of a compliant framework agreement is permitted under the Council's Contract Procedure rules. The Client has confirmed that the tender procedure was carried out in accordance with the terms of the Framework.
- 6.1.4 Throughout the engagement of the service provider, the Council must comply with its obligations with regard to obtaining best value under the Local Government (Best Value Principles) Act 1999.
- 6.1.5 Any resultant legal contracts required in association with this matter must be in a form approved in writing in advance of contract start date and service commencement by the Assistant Director of Legal Services. The works contract terms are in the form of the JCT Intermediate Building Contract with Contractor's Design (2011 Edition) as amended and approved by Trowers & Hamlin's.
- 6.1.6 Given the proposed contract value for the works, the sealing requirements of the CPR rule 18.3 must be complied with (including attestation by or on behalf of the Assistant Director of Legal Services).
- 6.1.7 Also, in view of the proposed contract value for the works exceeding £250,000, a performance bond will be required on behalf of the Contractor, and must be executed and received before work starts on site.

### **6.3 Property Implications**

- 6.3.1 The obligation to maintain communal heating in a proper safe condition is an important Corporate Landlord duty upon the Council. This includes their replacement when they become beyond practical or economic repair.
- 6.3.2 The provision of reliable heating to Council housing stock in high rise towers is a component of the asset valuations.
- 6.3.3 This project is strategically aligned with the Council's sustainability objectives, Enfield 2020; saving money on energy

bills, regenerating the borough, supporting jobs and businesses, improving the local environment, reducing waste and improving public health.

6.3.4 Renewable energy will be an essential feature of a 'Sustainable Enfield'. The UK has committed to some challenging carbon saving targets. In order to achieve an 80% reduction in Carbon emissions by 2050, we need pursue renewables technologies and low carbon retrofitting measures such as what is proposed in this report more often. Ground Source Heat Pumps will help us reduce carbon emissions in these building by approximately 66%.

**7.0 Leaseholder Implications**

7.4.1 Please refer to the Part 2 report.

**8.0 KEY RISKS**

8.1 The main risks to the scheme are presented in tabular form below together with the corresponding mitigation actions.

• Key: H = High, M = Medium, L = Low

Item	Risk	Impact	Probability	Mitigation	Owner
1	Non Delivery of Project	H	M	Develop project delivery plan, commission consultants and contractor ASAP.	Housing Professional Services (HPS)
2	Quality Issues	H	M	Set benchmark, monitor site meetings through Contract Administrator (CA) & Clerk of Works (COW) reports, measure continuous improvements using KPIs.	HPS PM
3	Cost Overrun	M	L	Rigorous Cost Planning, early reporting, comprehensive specification, inclusion of contingencies, tender analysis.	HPS PM
4	Time Overrun	H	M	Manage approvals stage – instil sense of urgency by senior staff. Monitor programme, monthly progress reports & LADs.	HPS PM
5	Extended Consultation	M	M	Establish key milestones and communication strategy at the outset.	HPS
6	Additional Works Identified	M	M	Detail and agree scope of works, prioritise core DHS works and use contingency	HPS

- 8.2.1 Suitable steps to be taken to monitor/ensure mitigating actions identified are carried out for the risk register (including any actions) to be reviewed regularly to ensure the Council remains protected.

## **8.0 IMPACT ON COUNCIL PRIORITIES**

### **8.1 Fairness for All**

This project will contribute positively to the Council's priority of Fairness for All. The heating has been selected for renewal on the basis of priority and the new heating has been designed to better meet the needs of residents suffering from or near to fuel poverty levels.

Fuel poor homes are often expensive to heat due to inadequate insulation and inefficient heating. Such properties increase the borough's carbon footprint and make the lives of residents more difficult. Fuel poverty affects the outcomes of children, depriving too many of the warm, safe environment they need to thrive. It also means that money which could otherwise be spent on Enfield's high streets, helping to strengthen local businesses and providing local employment, is collected by national energy companies. 'Warmer Homes', the Council's Fuel Poverty strategy 2015-2020, set out an action plan for the council to systematically seek energy efficiency improvement measures in Council owned homes and the private sector. This project meets both the objectives of 'Enfield 2020' and 'Warmer Homes', ensuring we maximise the positive impact of the project on our residents.

The new heating will also be more reliable and cheaper to run. This will benefit all residents of the flats, particularly disabled residents, parents with young children and the elderly. This will contribute towards residents' quality of life by ensuring they have a reliable controllable heating at all times of the year.

### **8.2 Growth and Sustainability**

The heating renewal works will assist in making the blocks more attractive to potential future tenants. Improving the standard of housing stock enhances the sustainability of the area and promotes social cohesion.

This project will support the Council's objective to reduce Carbon emissions and to deliver a 'Sustainable Enfield'. This project will also deliver significant saving to resident on their heating bills, it is estimated that residents will save at least £500 every year.

The new double glazed windows and insulated render cladding system (Dorset and Keys Houses) will reduce heat loss and achieve noise reduction. In addition, the improvements will have positive impact on the energy performance of the Council's stock. Products specified and materials used will be sustainable and energy efficient. The contractor and manufacturers

are required to have a stringent Environmental Policy in place in accordance with the Framework requirements. Adherence to the policy will be confirmed by the contractor supplying relevant data sheets for specified materials or alternatives where these are accepted by the Council.

All contractors' party to the Framework agreement are bound to participate in joint initiatives with the client and each other to establish Employment and Training Contracts so as to secure continuity of employment opportunities, co-ordinated training opportunities and sponsored college placements.

The client will employ a training co-ordinator who will work alongside the contractors to ensure the successful completion of training contracts, apprenticeships and any other employment opportunities pursuant to any call off contract. The training co-ordinator is funded by the contractors.

### **8.3 Strong Communities**

The project will contribute to strong communities by ensuring that residents are able to fully participate in the activities of the wider community. The residents will experience considerable saving in their energy bills as a result of this project. This saving will often benefit the wider community as the saving will enable the residents more spending power. This means that local businesses will also benefit from this which will support the wider community.

## **9 PERFORMANCE MANAGEMENT IMPLICATIONS**

- 9.1 The project is expected to have a positive impact on resident satisfaction performance indicators through the improved quality of the heating and the improved level of service.

## **10 HEALTH AND SAFETY IMPLICATIONS**

- 10.1 All construction work falls under the Construction (Design & Management) Regulations 2015. A project of this size also qualifies for notification to the Health and Safety Executive and the Council's appointed representative has sent this to the HSE. Health and safety considerations for this type of project include welfare facilities until the end of the project, various audits, inspections and reviews by both in-house and third party professionals. The passage of accurate and specific information is also critical and this will include asbestos survey reports in the form of an asbestos register leading to specific refurbishment surveys, fire risk assessments and any significant design changes.
- 10.2 A substantial amount of planning involving various agencies goes into the pre-construction phase e.g. the taking over of land, which is adequate in both size and location for site offices/welfare facilities. Asbestos surveys will be carried out before the planned start date for the works, to avoid delay to the commencement of building works.
- 10.3 The proposal includes provision of rendered insulated cladding to Dorset and Keys Houses. With reference to the recent Grenfell House fire the proposed

cladding differs from the rain screen system used at Grenfell House as follows:

- There is no void between the cladding and insulation.
- The insulation proposed is fireproof.

10.4 In addition, emergency lighting will be installed to all blocks.

10.5 Other measures such as fire alarms and sprinklers will be discussed at design team meetings and presented as costed options to Senior Management for consideration.

## **11 EQUALITIES IMPACT IMPLICATIONS**

11.1 This project is very much focused on tackling inequality by providing excellent retrofit services to ensure that fuel poor residents with additional health vulnerability can improve the quality of their home life. This project will therefore help to reduce inequality by improving the health and wellbeing of vulnerable residents in the 8 tower blocks, and decreasing their fuel bills through more efficient heating, which will in turn mean more disposable income per household.

11.2 It is not judged to be relevant and proportionate to carry out an equality impact assessment/analysis for this proposal as it refers to the direct replacement of an existing facility within existing limitations.

## **12 PUBLIC HEALTH IMPLICATIONS**

12.1 The new heating will be more energy efficient and reliable than the existing installation and will offer a more controllable and economic solution.

12.2 This project is intended to improve the health of all households affected. By installing new heating systems, the thermal comfort will be increased in each home, which has been proven to reduce exacerbation of long-term respiratory and cardiovascular illnesses. This should allow residents to self-manage their illnesses more effectively, and reduce the frequency with which they have to go to a GP or be admitted to hospital.

12.3 Moreover, the increased efficiency of the home should help to reduce fuel bills, so that households have slightly more disposable income to spend on other bills or essentials. One to one training in energy management will also increase residents' awareness of behaviours which will help them to stay warm and well at home, reducing their energy consumption and using their heating system in a way which best suits their lifestyle.



**13 Background Papers**

**13.1 Contain exempt information.**



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**ACTION TO BE TAKEN UNDER  
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**PORTFOLIO DECISION OF:**  
Cllr Ahmet Oykener, Cabinet  
Member for Housing & Housing  
Regeneration

**REPORT OF:**  
Executive Director – Health,  
Housing and Adult Social Care

<b>Agenda – Part: 1</b>	<b>Item:</b>
<b>Subject:</b> Enfield North – Major Works External Enveloping and Associated Repairs	
<b>Wards:</b> Turkey St., Southbury, Town <b>Key Decision No:</b> <b>KD4422</b>	
Cabinet Member consulted: Cabinet Member for Housing and Regeneration, Ahmet Oykener	

Contact officer and telephone number: Andrew Batty – 0208 375 8269  
Email: [andrew.batty@enfield.gov.uk](mailto:andrew.batty@enfield.gov.uk)

**1. EXECUTIVE SUMMARY**

- 1.1. This report seeks approval to award a contract for enveloping works and associated repairs as part of the Council's Housing Capital works programme.
- 1.2. This is a Key Decision of the Council and is on the Key Decision List, reference KD4422.
- 1.3. Seven contractors from the Housing Major Works Framework were invited to tender on the basis of single stage selective tender. Six tenders were submitted. The most economically advantageous tender and which complies with the tender quality requirements of the Council is recommended.

**2. RECOMMENDATIONS**

- 2.1 That the proposed scheme is to be funded from the Housing Capital Programme.
- 2.2 To approve contract award to Contractor A who submitted the lowest price tender complying with the tender requirements of the Council (see Part 2 for details).
- 2.3 That approval is given for additional professional fees as outlined in the Part 2 report of the same date and title.

### 3. BACKGROUND

3.1. The scheme is part of Enfield's Major Works Programme. The scheme was selected after examination of the Council's stock condition survey and selected on the basis of chronological priority, type of work and scheme size respectively.

3.2. The scheme consists of major works to both the external elements of the properties and communal areas of sixteen blocks. The affected blocks are listed in the table below.

3.3.

No	Block Nos.	Address
1	1-24	Blossom Lane
2	25-48	Blossom Lane
3	49-70	Blossom Lane
4	808-828/154-164	Gt Cambridge Road/Carterhatch Lane
5	1A-11C	Russell Road
6	79-101	Turkey St
7	132-142	Winnington Road
8	97-107	Winnington Road

3.4. The scope of works that has been identified for inclusion within the scheme will typically include the following elements:

Roof covering replacement, window and door replacement, concrete repairs and redecoration of previously decorated external elements and internal communal areas.. Upgrade, replacement or installation of door entry systems, and upgrade of the Communal TV aerial system (IRS System), asbestos removal, fire precaution works, balcony walkway coatings and balustrading repairs or replacement, pram shed refurbishment, replacement of rain water goods, and communal lighting replacement.

3.5 This report refers to works to the building making it fit for the next 20 years. Any effect on equality is limited to impact assessments for the building occupants and visitors.

3.6 Consultants, who were appointed under separate approval after competitive tender, have prepared and administered tendering of the scheme.

### 4. ALTERNATIVE OPTIONS CONSIDERED

4.1 The scheme forms part of the Council's major works programme, which includes for external refurbishment to ensure Council property is

maintained. It was assessed as a priority on the stock condition survey and therefore no other alternatives have been considered.

## **5. REASONS FOR RECOMMENDATIONS**

- 5.1 All contractors who tendered for this project have fulfilled the Council's criteria for undertaking this type and value of work.
- 5.2 The recommended contractor (Contractor A) has submitted the most economically advantageous tender and has been judged capable of complying with the specification and quality requirements.
- 5.3 This scheme forms part of the Council's on-going programme to maintain its housing stock and fulfil its landlord obligations.

## **6. COMMENTS OF THE DIRECTOR OF FINANCE, RESOURCES AND CUSTOMER SERVICES, AND OTHER DEPARTMENTS**

### **6.1 Financial Implications**

- 6.1.1 The comments of the Director of Finance, Resources & Customer Services are detailed in Part 2 of this Delegated Authority Report. The scheme has been reported as part of both the five year and annual procurement plans.

### **6.2 Legal Implications**

- 6.2.1 The contents of this report constitute a Key Decision as the recommendation to accept the recommended tender for the works will lead to capital expenditure exceeding £250,000. This item has been included in the Key Decision List reference. KD4422. Once approved the decision to proceed will be subject to the usual five day call-in period.
- 6.2.2 The Council has the power to alter, repair or improve its housing stock in accordance with Section 9 of the Housing Act 1985 (as amended).
- 6.2.3 Under section 20 of the Landlord and Tenant Act 1985, the Council as landlord can recharge leaseholders for major works via service charges, if there has been appropriate consultation pursuant to the Service Charges (Consultation Requirements) (England) Regulations 2003 (SI 2003/1987). The Council must ensure that leaseholder consultations are carried out under s.20 (as amended) and regulations issued pursuant to s.20 prior to the

award of the works contract, to enable the Council to recover costs from the leaseholders.

- 6.2.4 In accordance with Section 111 of the Local Government Act 1972 the council may do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of any of its functions. Additionally the Council is empowered to enter into contracts for the discharge of its legal powers (section 1 Local Government (Contracts) Act 1997). The Council moreover has a general power of competence under section 1(1) of the Localism Act 2011 to do anything that individuals generally may do, provided it is not prohibited by legislation and subject to Public Law principles.
- 6.2.5 Seven contractors were selected from The Major Housing Works Framework to tender for the opportunity, on the basis of single stage selective tender. The framework agreement commenced in April 2015 for four years. The use of a compliant framework agreement is permitted under the Council's Contract Procedure rules. The Client has confirmed that the tender procedure was carried out in accordance with the terms of the Framework.
- 6.2.6 Throughout the engagement of the service provider, the Council must comply with its obligations with regard to obtaining best value under the Local Government (Best Value Principles) Act 1999.
- 6.2.7 Any resultant legal contracts required in association with this matter must be in a form approved by the Assistant Director of Legal and Governance Services. The works contract terms are in the form of the JCT Intermediate Building Contract with Contractor's Design (2011 Edition) as amended by Trowers & Hamblins.
- 6.2.8 Given the proposed contract value for the works, the sealing requirements of the CPR rule 18.3 must be complied with (including attestation by or on behalf of the Assistant Director of Legal and Governance Services).
- 6.2.9 Also, in view of the proposed contract value for the works exceeding £250,000, a performance bond will be required on behalf of the Contractor, and must be executed and received before work starts on site.

### **6.3 Property Implications**

- 6.3.1 The Council's standard residential lease places the obligation on the Council as landlord to undertake the proposed external repairs and enveloping works to preserve the fabric of the buildings.

6.3.2 If the Section 20 Notice procedures have been carried out correctly, the Council will be able to recover a proportionate amount of the costs from leaseholders.

6.3.3 Undertaking the repairs and improvements should help extend the life of the buildings and reduce annual maintenance costs.

#### 6.4 Leaseholder Implications

6.4.1 There are 85 leaseholders affected by this contract, in the 8 Blocks identified for the proposed works.

6.4.2 The Notices of Intention [Schedule 3] expired on 5<sup>th</sup> June 2017. Included with this notice is the apportioned share of the cost for each leaseholder.

6.4.3 Notices of Estimate are not required for consultation under Schedule 3, due to the contract being let via a long term qualifying agreement.

6.4.4 The total cost to leaseholders is estimated at £1,621,050.54. The average cost per leaseholder is £19,071.18, the lowest charge per leaseholder is £16,324.52 and the highest charge is £21,528.51. Resident Leaseholders have a maximum period of 10 years repayment option to spread their payments, with two years interest free, from the date of the invoice in accordance with the Councils Financial Assistance Package.

6.4.5 Non-resident leaseholders have 14 days from the date of the invoice to pay the full balance, after which time interest would be incurred.

### 7 KEY RISKS

7.1 The main risks to the scheme are presented in tabular form below together with the corresponding mitigation actions.

• Key: H = High, M = Medium, L = Low

Item	Risk	Impact	Probability	Mitigation	Owner
1	Non Delivery of Project	H	M	Develop project delivery plan, commission consultants and contractor ASAP.	Housing Professional Services (HPS)
2	Quality Issues	H	M	Set benchmark, monitor site meetings through Contract Administrator (CA) & Clerk of Works (COW) reports, measure continuous improvements using KPIs.	HPS PM
3	Cost Overrun	M	L	Rigorous Cost Planning, early reporting, comprehensive	HPS PM

				specification, inclusion of contingencies, tender analysis.	
4	Time Overrun	H	M	Manage approvals stage – instil sense of urgency by senior staff. Monitor programme, monthly progress reports & LADs.	HPS PM
5	Extended Consultation	M	M	Establish key milestones and communication strategy at the outset.	HPS
6	Additional Works Identified	M	M	Detail and agree scope of works, prioritise core DHS works and use contingency	HPS

7.2 Suitable steps to be taken to monitor/ensure mitigating actions identified are carried out for the risk register (including any actions) to be reviewed regularly to ensure the Council remains protected.

## 8 IMPACT ON COUNCIL PRIORITIES

### 8.1 Fairness for All

8.1.2 The proposed works will enhance the fabric and appearance of the Council's properties, provide up to date facilities and comfort for the residents.

### 8.2 Growth and Sustainability

8.2.1 The new double glazed windows will reduce heat loss and achieve noise reduction. In addition, the improvements will have positive impact on the energy performance of the Council's stock. Products specified and materials used will be sustainable and energy efficient. The contractor and manufacturers are required to have a stringent Environmental Policy in place in accordance with the Framework requirements. Adherence to the policy will be confirmed by the contractor supplying relevant data sheets for specified materials or alternatives where these are accepted by the Council.

8.2.2 All contractors' party to the Framework agreement are bound to participate in joint initiatives with the client and each other to establish Employment and Training Contracts so as to secure continuity of employment opportunities, co-ordinated training opportunities and sponsored college placements.

8.2.3 The client will employ a training co-ordinator who will work alongside the contractors to ensure the successful completion of training contracts, apprenticeships and any other employment opportunities pursuant to any call off contract. The training co-ordinator is funded by the contractors.



### **8.3 Strong Communities**

- 8.3.1 The project promotes Key Council values and places emphasis on residents' empowerment and participation through involving resident's groups in the consultation process from inception to completion.
- 8.3.2 Residents are notified of the scheme at feasibility stage and asked to make any comments they may wish to have considered at design stage. After this all residents and interested parties are invited to a public meeting to outline the findings of the feasibility report and to outline the proposed works. Following formal consultation with leaseholders all residents as invited to a public meeting with the contractor, prior to work starting on site.
- 8.3.3 Residents and leaseholders are advised via resident's packs, prior to work starting who their key contacts are both by Council staff and the contractor. The same packs provide details of the complaints procedures.
- 8.3.4 As the works progress residents, can attend meetings and receive updates and notifications as required.
- 8.3.5 On completion residents are asked to attend the final inspection with our Clerk of Works and advise on any outstanding issues. Residents are also provided with operating instructions and details of how to report defects throughout the one years defects liability period under the contract. On expiration of the defect liability period further letters are sent to residents requesting any remedial works arising during this time for action by the Contractor and advising them to report any defects to repairs thereafter.

A combined satisfaction survey is also carried out by the council and contractor. The results are used to inform the post contract review and decisions about using the contractor for the next round of tenders, particularly if their performance has been unsatisfactory.

## **9 EQUALITY IMPACT IMPLICATIONS**

- 9.1 It is not deemed relevant or proportionate to carry out an equality impact assessment/analysis for the approval of the tender that represents the lowest price and complies with the tender

requirements of the Council for external repairs as part of the Council's Decent Home Programme.

- 9.2 Individual requirements are addressed prior to starting on site to identify any adaptation work or specific needs that may be required by residents.

## **10 PERFORMANCE MANAGEMENT IMPLICATIONS**

- 10.1 The works will benefit 112 properties which will be made decent and others will be prevented from becoming non-decent. The performance of the contractor is measured by the implementation of Key Performance Indicators compiled on a monthly basis. These are scored by the Contract Administrator and representatives from the Councils officers.

## **11 HEALTH AND SAFETY IMPLICATIONS**

- 11.1 The Health and Safety Policies statement have been submitted by all the contractors as part of the framework selection and tendering process.
- 11.2 The project is notifiable to the Health and Safety Executive (HSE) under the Construction (Design and Management) Regulations 2015 (CDM).
- 11.3 A Pre-Tender Health and Safety Plan was submitted with the tender and the Contractor will submit a Pre-Construction Health and Safety Plan once appointed. This will be updated throughout the contract and a Health and Safety File issued upon completion of the works.

## **12 PUBLIC HEALTH IMPLICATIONS**

- 12.1 To help alleviate condensation and mould, tenanted houses will be provided with trickle vents to new windows.
- 12.2 The existing extract ventilation will either be overhauled or renewed.