

Proposal

Currently, we have one contractor, Wates, that delivers all repairs and maintenance services to every home managed by the Council. Under the new service, we are splitting this into two areas.

This means we will have two lead contractors delivering repairs and maintenance services to tenants and leaseholders.

The table below shows what each area will include:

Area 1	Area 2
Lot 1: Responsive repairs - e.g. fixing leaks, doors and windows that cannot be secured, fences, railings and walls	Lot 1: Responsive repairs - e.g. fixing leaks, doors and windows that cannot be secured, fences, railings and walls
Lot 2: Planned maintenance - e.g. roof replacement, upgrading kitchens and bathrooms, fire safety works	Lot 2: Planned maintenance - e.g. roof replacement, upgrading kitchens and bathrooms, fire safety works
Lot 3: Void works - bringing empty properties back up to standard	Lot 3: Void works - bringing empty properties back up to standard

In addition to a new repairs and maintenance contract, the Council is committing to recruiting a small team, directly employed by the Council, to respond quickly to specific repair issues. The type of work carried out by this team, however, can be influenced by you, details on how are provided below.

How can you get involved?


Ensuring you have an opportunity to shape this new repairs and maintenance service is essential.

We will use feedback from you collected through surveys completed and complaints received to identify areas for improvement. However, we also have specific topics where your views can change how the service is delivered.

These are:

- Appointment slots
- Performance monitoring - what does good look like and how should we measure the new contractors?
- Communicating with you whilst repairs and maintenance work is undertaken
- Creation of the new repairs team directly employed by the Council

The table below sets out different events and activities that we will be running to shape this service and how you can be involved.

Event	Date and time	How to sign up?
<p>Launch of our online consultation page: Have your say on different areas of the new service</p> <ul style="list-style-type: none"> - Appointment slots - How performance of the contract is monitored - Share your experiences and views of what a good repairs and maintenance service looks like 	<p>Friday 24 May 2024 – Sunday 16 June</p>	<p>Click the link: https://haveyoursay.brent.gov.uk/en-GB/projects/new-repairs-contract</p> <p>Or Scan the QR code to access our online consultation page</p> 
<p>How we deliver a high-quality repairs and maintenance service – Workshop</p> <p>We are looking for 5-10 volunteers to attend a workshop to shape the following:</p> <ul style="list-style-type: none"> - Appointment slots - Performance monitoring - Keeping tenants and leaseholders informed 	<p>17 June 2024 6:30pm – 8:30pm</p>	<p>To apply please email HousingFeedback@brent.gov.uk</p> <p>Or call 020 8937 2400 and ask to speak to one of the engagement team</p> <p>Patrick Penny-Angang Vilma Nika Shakira Moses</p> <p>This will be an in-person event. Participants will be compensated for their time and have expenses refunded.</p>
<p>Tenant and Leaseholder Online Event: Hear from Council staff about the plans and timescales for the new Repairs and Maintenance Contract</p>	<p>Wednesday 19 June 2024 6pm – 7:30pm</p>	<p>This will be an online event (subtitles will be available)</p> <p>Email HousingFeedback@brent.gov.uk to attend</p> <p>You can also submit any questions to this email address so we can make</p>

<p>Summer Roadshow</p> <p>We will be visiting 12 estates in total. If you have questions about the new service join us</p>		<p>sure answers are added to our presentation</p> <p>Our roadshow will take place in the following locations – full details including dates and times will be available on the website by 01 July 2024 using the link below:</p> <p>https://www.brent.gov.uk/housing/tenant-services/about-brent-housing-management</p> <p>Roadshow Locations</p> <ul style="list-style-type: none"> • Roy Smith House, Hillside NW10, 8LN • Henderson Close, NW10 0TP • The Groves, Hawthorn Grove, NW9 8QR • Landau House, Chatsworth Road, NW2 4BQ • Pharamond, Carlton Avenue, HA9 8HB • Westcroft Court, Kingsbury Road, NW9 9PG • Chamberlayne Mansions, Chamberlain Road, NW10 3NA • Midlothian House, Oman Avenue NW2 6BB • Gauntlett Court, Wembley HA9 2PH • Lexington House, Atlantic Crescent, HA9 0PQ
<p>Be part of the evaluation panel.</p> <p>We are looking for 2-3 participants to be part of the scoring panel for the bids received by contractors</p>	<p>2 – 5 days between 22 July 2024 – 09 August 2024</p>	<p>This will require attendance at training sessions and scoring panel meetings.</p> <p>To apply please email HousingFeedback@brent.gov.uk</p> <p>Or call 020 8937 2400 and ask to speak to one of the engagement team</p> <p>Patrick Penny-Angang Vilma Nika Shakira Moses</p> <p>This will be a mix of in-person and online sessions.</p> <p>Participants will be compensated for their time and have expenses refunded.</p>