

SERVICE LEVEL AGREEMENT

In support of a Partnering Agreement

Between

HOUSING & ADULT SOCIAL SERVICES

And

NEIGHBOURHOOD SERVICES

For the provision of a responsive housing repairs service, including gas maintenance to void and council houses.



City of York Council

Index

The Partnering Charter 3

Schedule - Part 1 4

 Executive Summary..... 4

Schedule – Part 2 6

 Services To Be Delivered 6

 Objectives Of The Service 6

 Links To Strategic And Corporate Objectives 7

Schedule – Part 3 8

 The Pricing Framework..... 8

Schedule - Part 4 14

 Key Personnel 14

 Client Role 14

 Supplier Role 15

 Joint Responsibility Under The Partnership..... 17

Schedule – Part 5 20

 Key Performance Indicators 20

 Quality Control..... 22

 Performance Monitoring Within Neighbourhood Services 24

Schedule – Part 6 25

 Improvement Plan 25

Schedule - Part 7 27

 Definitions..... 26

 Duration 26

 Positive Obligations Of The Supplier 26

 Confidentiality 27

 Variation 27

 Access To The Premises And Safety Requirements 27

 Payment 28

 Obligations Of The Client..... 28

 Termination..... 28

 Assignment..... 28

 Entire Agreement/Amendment/Waiver/ 28

 Notice 28

 Dispute Avoidance & Resolution Procedure 30

 Insurance Claims..... 30

Schedule - Part 8 31

Annex 1 33

 Links To Strategic And Corporate Objectives 33

Annex 2 36

 Schedule Of Rates 36

THE PARTNERING CHARTER

The Responsive Repairs Partnering Team undertake to work together in a culture of cooperation, openness and trust to deliver the best possible service to our customers.

The principals of the agreement are to:

- deliver a high quality repairs and maintenance service;
- maintain high customer satisfaction;
- continuously improve;
- be accountable for our actions;
- jointly control cost and provide the service customer want within the agreed budgets;
- work towards reducing the actual cost of delivering the service;
- eradicate duplication, bureaucracy and waste;
- promote a 'right first time' approach;
- ensure value for money;
- reduce disputes;
- be innovative.

This is the Schedule referred to in the foregoing Agreement between Housing & Adult Social Services (the Client) and Neighbourhood Services (the Supplier).

SCHEDULE - PART 1

EXECUTIVE SUMMARY

THE AGREEMENT

This is a Service Level Agreement (SLA) between the Directorate of Housing & Adult Social Services (the Client) and Neighbourhood Services (the Supplier) for the provision of a responsive housing repairs service, including gas servicing, to void and tenanted council homes along with other council owned buildings as outlined in schedule 2 . It describes the services to be delivered, the standards to which they shall be delivered, the mechanism of payment and the measurement of the quality of output including the satisfaction of tenants. The SLA will operate from January 1st 2005 for a period of five years with an option to extend the agreement subject to all parties being willing to do so. In line with the Service Improvement Plan, the SLA will be mutually reviewed and amended as required, but as a minimum on an annual basis, to ensure that we continue to match the internal and external demands and expectations of the service. The SLA provides formal dispute avoidance and resolution and termination procedures. This SLA will form the foundation of a Repairs Partnership between the two parties that includes a mutual responsibility for the success of the Partnership.

SERVICE PROVISION AND OBJECTIVES

Housing & Adult Social Services holds a portfolio of approximately 8000 homes of mixed size, constructional nature and tenure which are required to remain in a high state of repair. Major planned improvements for replacement of whole building elements are carried out through the Housing Capital Programme and therefore falls outside of this agreement.

Within this agreement are the day to day repairs to void and tenanted properties, annual gas servicing and maintenance as well as certain non-domestic properties such as garages/sheds. Subject to an annual review and appropriate benchmarking the scope of the Partnership may be expanded to include other works.

The Partnership is tasked to provide a flexible repairs service tailored to the requirements of the customers and property portfolio. A Schedule of Rates will form the basis of repair diagnosis and the continued use and improvement upon the current appointment system is crucial to its success.

A successful Repairs Partnership will, when assessed against the relevant Best Value Performance Indicators (BVPI's), achieve top quartile in relation to all aspects of performance and customer satisfaction whilst striving to achieve lower quartile operating costs for delivering all aspects of the service.

Imbedded throughout the SLA will be the principles of 'Rethinking Construction' - a report of the Construction Task Force by Sir John Egan. These principles will form the basis of ongoing annual reviews stimulating year-on-year improvements, though

collaborative partnership working. Egan set the following improvement targets for construction projects;

Construction costs	Reduce by 5%
Construction time (Capital)	Reduce by 5%
Predictability – Time (Capital)	Increase by 10%
Predictability – Budget	Increase by 10%
Defects	Reduce by 10%
Health and Safety	Reduce Accident by 10%
Productivity	Increase by 5%
Customer Satisfaction (Service)	Increase by 10%
Customer Satisfaction (Product)	Increase by 10%

As the Partnership is not an individual construction project but a year-on-year service contract combined with the fact that we are starting from high base level in some areas, particularly customer satisfaction, it may not be possible to achieve the results quantified above however the in the spirit of cooperation and joint working the goal is to strive to make measurable improvements in the same areas.

SCHEDULE – PART 2

SERVICES TO BE DELIVERED

The services included in this SLA are;

- daytime and out of hours responsive and emergency repairs as designated by an agreed Schedule of Rates document including response times as ordered by the client, annual gas servicing and maintenance to Housing Services properties as well as responsive repairs to Social Services Elderly Persons Homes, Travellers Sites, Hostels, Schools / Education owned buildings;
- a computerised repair by appointment system to maximise both tradesperson access rates and customer satisfaction;
- tradesperson diagnosis and completion of repair at first visit as often as practically possible within an agreed framework;
- the return of void properties to the agreed void quality standard within agreed timescales to ensure minimum void loss;
- utilisation of the supply chain to make optimum use of purchase price, choice, product quality and life cycle costings;
- quality assurance of procedure and product.

OBJECTIVES OF THE SERVICE

The Partnership and Corporate objectives of the service to be provided are to;

- improve and maintain the physical environment for its customers to promote quality of life;
- through co-operative working reduce duplication, variation and waste in the service to increase efficiency and quality of the service output;
- alongside the Housing Capital Programme maintain as a minimum the Decent Homes Standard;
- keep all of the Housing Stock as rentable valuable assets to the HRA and ensure that any other council owned building included within the agreement are maintained;
- maintain high customer satisfaction;
- protect customers, City of York Council representatives and members of the public from health and safety risks in or around the housing stock and any other council building included within this agreement;

- maintain the security of customers homes and communal areas of the housing stock and any other council building included within this agreement;
- encourage through example and the provision of high quality services, resident ownership of the home and local environment;
- continuous service improvement through various scrutiny and review processes resulting in SLA variation to the benefit of the service;
- continual financial control and future sound business planning of City of York Council budgets and resources to maximise service output whilst at lowest quartile cost;
- provide a flexible service that can link into the City of York Council's global overarching objectives;
- place the customer at the forefront of the service whilst involving them in the monitoring and milestone decision making stages.

LINKS TO STRATEGIC AND CORPORATE OBJECTIVES

The Housing Repairs Partnership links into a number of key strategic and corporate objectives for the City, particularly around the themes of:

- **Improve the quality and availability of decent affordable homes with the city;**
- **Improve the actual and perceived condition and appearance of the city's streets, housing estates and publicly accessible spaces;**
- **Improve efficiency and reduce waste to free up more resources.**

SCHEDULE – PART 3

THE PRICING FRAMEWORK

Methodology Underpinning The Partnership

The client will provide the supplier with a long term commitment of ongoing business through which the supplier can have the confidence to plan for the future. The supplier shall in return charge the client real cost for each job based on a zero profit margin of labour rate, materials, and plant with a fixed percentage overhead cost, this shall be undertaken using open-book accounting. A detailed breakdown of these costs is to be used for commitment accounting to provide tight financial control and sound budget planning.

Ordering, Charging And Payment

The client will electronically raise works orders via the Housing 'iworld' IT system, they shall be in the form of the approved Schedule of Rates (SOR) providing a commitment cost against the Housing Revenue Account. Where work is not covered by the SOR's it shall be ordered electronically via 'iworld', but against an estimated price provided by the supplier. As this order is carried out, the supplier will incur real costs of materials, plant, labour and a percentage overhead fee. This will be openly recorded as the invoice cost overriding the initial commitment. Charging and payment shall be made electronically via the Council's Financial Management System (FMS) in the form of a batch file payment no less than once in any Mon-Friday period. Simultaneously, the same batch file of invoice details shall be electronically transferred to Housings 'iworld' IT system to update the commitment cost to real costs thus ensuring effective financial control.

No hold period will be required between invoice date and payment date. A regime of random checks in throughout the life of the partnership will be employed to understand variances between the value of jobs ordered and jobs completed. Work on improved supply chain management and invoicing from suppliers will reduce the time from work complete to work invoiced. The overall objective being to reduce the value of work in progress to levels that enable accurate budget control. A sliding scale of random checks will be employed based upon improved performance.

Should the responsible client/supplier officers require to part or fully refund any invoices this shall be done either in the form of a negative value works order from the client placed immediately or a cost reversal provided from the supplier within 5 working days of request.

Annual Guaranteed Maximum Price

The Annual Guaranteed Maximum Price (AGMP) is the budget set by Housing & Adult Social Services for the responsive repairs, including gas servicing and voids service and there is a shared responsibility on both partners to ensure that the budget is not exceeded.

The AGMP shall only be adjusted as a result of :

- The omission of significant work activities;
- The addition of work, over and above that taken into account when setting the AGMP, requested by Housing & Adult Social Services and involving further investment.

The omission of work and subsequent reduction of the AGMP shall not count as part of the ongoing savings targets outlined elsewhere within the SLA.

The increased costs associated with the addition of work shall be agreed between all parties.

If the nature and / or the type of works change and this substantially alters the work carried out under the agreement, there will be a need to re-evaluate some of the KPI's, particularly the average job cost.

Key principals:

- All parties to work together to ensure that the AGMP is not exceeded;
- Work should be carried out at actual cost with a commitment that all savings resulting from the repairs partnering agreement should be should be paid back to the Housing Revenue Account (HRA).

Guaranteed Minimum Price

The guaranteed minimum price will be the fixed % fee for overheads regardless of what work is carried out.

Open Book Accounting

Central to this Partnering Arrangement is the confidence the partners have in each other's commitment to share general business information, including cost information. Open Book Accounting is one of the tools available to achieve this.

Open book accounting can be described as an arrangement where access to financial information of both parties is available including cost of supplies, wage rates and overheads, so that all parties can work together to reduce cost and ensure that value for money is achieved.

Reasons for employing an open-book approach vary but it is agreed that it supports the principles of Best Value, the ethos of partnering and has the potential to generate the often elusive cost savings.

Overheads

Overheads will be reviewed and agreed on an annual basis as part of the annual review of the agreement. Once set, overheads will be paid on a monthly basis, one twelfth each month.

Actual Costs

Works should be charged on an actual costs basis. The costs to be set against the AGMP will therefore be actual costs (labour & materials) plus overheads as outlined above. Actual costs for materials includes for wastage and handling.

Commitment Accounting / Schedule of Rates (SOR)

Work shall be ordered against an agreed SOR. (See Annex 2). The SOR will be used for the duration of the partnering agreement on all works. The rates inserted in the Schedule will be as accurate as possible to reflect the actual cost of the work. The partners will update the rates as frequently as necessary to ensure their accuracy, and at a minimum on an annual basis at the commencement of the new financial year.

Any work that can not be ordered against the SOR should be ordered against an estimated price agreed between both partners.

The SOR will be a living document and will change over time to reflect any changes in the nature and type of work required.

The SOR is for commitment accounting purposes only. Work shall be charged and paid based on actual cost as outlined above. Invoices for works shall be paid electronically via the councils financial management system.

Value for Money (VFM)

As part of the annual review of the agreement it will be necessary to ensure that the partnership is providing VFM. Annual benchmarking will therefore take place to ensure that this is the case. To ensure that a consistent approach to benchmarking is achieved, it will be essential that whilst the SOR is a living document and will change. However, the codes used for benchmarking purposes in the independent health check will remain in the SOR which can be used for benchmarking purposes.

Benchmarking against this set list of codes will be carried out as part of the annual review of the agreement. Where the nature & type of work evolves over the life time of the agreement, it is essential that the benchmarking process evolves to reflect any changes to ensure that the agreement is still providing VFM.

Exceptions

An exceptions criteria will be established, and reviewed as required, but as a minimum on an annual basis at the commencement of the new financial year. All jobs which fall outside the criteria will be reviewed by both parties on a monthly basis and agreed. There should be no outstanding jobs against the criteria for longer than one month.

Average Job Cost / Inflation Adjustment

Key to the success of the partnership is to realise the benefits of partnering, as exemplified in the Egan report. One element of this is to show a real time reduction in average job cost. As outlined in the Key Performance Indicators Schedule, year on year reduction of average job cost in one of the KPI's. However to ensure that we are assessing the reduction of actual cost against a true position taking account of inflation, for performance measurement purposes the average job cost shall be inflated by increasing the labour element by the local authority pay increase and the material element by RPI for the previous 12 months as shown in table 18.1 of the monthly digest of statistics published by government.

Works will be charged and paid for on an actual costs basis, however for performance management purposes and assessing real time reduction in construction cost, each year the actual average job cost will be inflated as outlined above, and the agreed target cost set for the Key Performance Indicator (KPI) against which performance will be assessed. For example:

	Year One	Year Two	Year Three
Average job cost (base year)	£98.00		
Target for reduced average job cost - year 1	£95.50		
Actual average job cost - year 1	£96.00		
Inflation element for KPI - year 2		£02.79	
Target for reduced average job cost - year 2		£98.79	
Actual average job cost – year 2		£97.50	
Inflation element for KPI - year 3			£ 03.09
Target for reduced average job cost - year 3			£100.59
Actual average job cost – year 3			£ 99.68

Managing the Budget

Whilst overall responsibility for the managing the Housing Revenue Account, of which the repairs budget is one part remains with the Head of Housing Services, and the responsibility for other directorates budgets is with the appropriate Assistant Directors, it is a requirement of the agreement will be that all partners work together to ensure that the approved repairs budgets are managed effectively.

There will be a joint monthly budget monitoring meeting. The purpose of this meeting will be to consider all of the headline budgets relating to the agreement, including external factors which are not subject to the agreement. In order to ensure that decision are taken based on up to date information a valuation will take place prior to the meeting, with information circulated before the meeting. At the meeting each headline budget code will be assessed taking into account:

- any exceptions, as outlined above;
- repairs ordering profile;
- invoiced costs;
- commitment costs;
- work in progress;
- average job cost; &
- projected year end outturn.

By managing the budget in this way we will be able to ensure that decisions are taken jointly, based on real time, accurate information with the end result of balancing all the headline budgets.

This budget monitoring group meeting will include key personnel from both Housing & Adult Social Services & Neighbourhood Services, and will also include tenant representation.

Variation and authority

The Partnership is committed to reducing variation within the works order process and will work collaboratively to reduce the amount of variations to an acceptable minimum. Where the client takes full responsibility for the number and quality of the works orders placed, the supplier has the duty to work flexibly but responsibly once at the work site.

The agreed SOR document will provide a framework for job task variation at the working site. The SOR document is not a definitive list of repairs to be carried out but where identified to provide written guidance for the supplier's operatives regarding their authority to adapt/vary the works order placed to match the job task on site and hence complete the repair. If the actual required repair exists identified within the SOR document as an authorised variation then the operative is immediately delegated authority to carry out such a variation. This shall be noted upon the works order prior to request for payment.

Should the supplier's operatives, whilst at the work site, notice subsequent 'other' repairs that do form part of the identified SOR document they shall only be carried out if they:

- materially form part of the initial works order;
- pose a legitimate Health and Safety risk;
- are listed as available repairs within the SOR document which need doing and are specifically requested by the tenant

Therefore once the original work task has been completed on site the operative shall not inspect the remainder of the property for subsequent repairs.

Should the work task be in excess of any tasks within the SOR document then this information shall be returned in writing to an authorised Client Officer as an estimate including all necessary detail such as Address, previous works order number, detailed priced specification and an estimated timescale for completion.

The client is the budget holder, any changes in working practice that will significantly affect the profile of or actual budget expenditure must be agreed by the client prior to implementation.

SCHEDULE - PART 4

KEY PERSONNEL

CLIENT ROLE

With respect to the partnership the client's responsibilities are:

- all repairs budgets relating to the agreement;
- to its customers, elected members and CLG for the quality of the service;
- for the Partnership's integration with other of Housing's services e.g. the capital programme, recharge policies, estate management issues etc;
- to achieve the direct and indirect Key Performance Indicators (KPI's) of the service;
- front line customer contact and ordering repairs with appointments where required;
- links to the Asset Management Strategy;
- achieving and maintaining the Decent Homes Standard;
- achieving value for money and proving Best Value;
- the legal requirements of a landlord;
- the relative financial wellbeing and stability of the supplier through the Partnership relationship;
- to carry out post inspection of repairs on an exceptions basis with the number required reducing or increasing dependant on performance indicators on quality and customer satisfaction;
- to commission annual benchmarking to ensure VFM.

Housing & Adult Social Services (the Client)

Key personnel within the service are;

Name	Designation	Tel Ext. No
Bill Hodson	Director of Housing & Adult Social Services	4000
Steve Waddington	Head of Housing Services	4016
Mark Grandfield	Asset Manager	3733
Chris Pinder	Responsive Repairs Manager	4452

Debbie Mitchell	Senior Accountant	4166
Dilys Jones	Strategy & Enabling Manager	4143

Resources

Housing Services is led by an Head of Housing Services with the responsibility for the management of the service being the responsibility of the Asset Manger, who will report to the Head of Housing Services, with day to day operations being overseen by the Responsive Repairs Manager. A team of technical officers within Housing Services with specialist skills in diagnosis and specification of works will provide the client role technical resource. A number of non-technical officers will via dedicated telephone numbers liaise with customers regarding requests for works and place the appropriate works orders.

SUPPLIER ROLE

With respect to the partnership the supplier's responsibilities are:-

- shared goals of the client as above;
- to provide a high quality service tailored to fluctuating demand;
- to plan and deliver the service with the most suitable workforce, skills and materials available;
- provide and monitor Best Value whilst striving for continuous improvement.

Neighbourhood Services (the Supplier)

Name	Designation	Tel Ext. No
Terry Collins	Director of Neighbourhood Services	2003
Richard White	Assistant Director (Construction)	3206
Steve Peel	Operations Manager	3252
Kevin Bray	Operations Manager	3237
Graham Frodsham	Management Accountant	3220

Resources

The resources employed within the repairs partnering arrangement will not be exclusive to the work.

The execution of the work will be organised through a central planning function with the partnering work prioritised ahead of any other business maximising performance. Typically the same staff will work on a day to day basis on this work but will be added to or removed from on a demand basis.

The level of resources allocated will be planned to match demand for services.

Management arrangements

The construction division of Neighbourhood Services is led by an Assistant Director. The overall responsibility for the management of the work will be with the Operations Managers who will report to the AD. The work area will be West (Acomb) and East (City) with the day to day operations overseen by two supervisors.

There will be a planning unit with a planning manager and two assistants. The primary function of the planning unit will be to plan the repairs work.

The business support unit within the building division of Neighbourhood Services that will receive all incoming telephone calls and close off completed work.

Hours of service.

The current core hours of the service will be Monday to Friday 8:00am to 5:00pm, with evening appointments for joinery, plumbing and plastering work available between the hours of 5:00pm to 8:00pm Monday to Friday.

The aim of the Partnership over the lifetime of the agreement is to continually evaluate customer requirements for appointment times and respond appropriately.

Work outside the core hours will be covered by the standby arrangements.

Supply chain management

The Council is committed to improving the delivery of its services and takes procurement seriously, viewing it as central to achieving service excellence by improving processes and achieving cost reductions that can be redirected to frontline services, thereby benefiting the citizens the Council serves. As such it sees it as more than just buying goods and services, or outsourcing service delivery and uses it as a mechanism to help challenge the way current services are delivered.

It is for this reason that as a result of an internal review, a Corporate Procurement Unit was established in Feb 2004. The unit is concerned with policy and strategy, the letting and administration of corporate contracts, contract monitoring, collecting procurement information across the council, overseeing devolved buying, acting as an internal source of expertise and co-coordinating training for departmental procurements.

The unit will be developing the council's Procurement Strategy and policy framework, together with procurement processes that address the Council's approach to issues such as environmental sustainability and ethical procurement as well as providing information on subjects including tendering thresholds, EU legislation, and dealing with suppliers in the management of contract negotiations. These documents will form a vital reference source for all procurement activity and all staff will be encouraged to use them to ensure a more coordinated and focused approach is adopted to procurement throughout the Authority in the management of the supply

chain. This will provide those staff engaged in some form of procurement activity, with the necessary commercial and operational tools to enable them to make a wide range of purchasing decisions in a more informed manner and will be published on the intranet.

JOINT RESPONSIBILITY UNDER THE PARTNERSHIP

Risk Management and Corporate Governance

The Partnership is committed to the principles of good governance, namely;

- Openness and inclusivity;
- Integrity, and;
- Accountability.

In addition, the Partnership will develop and maintain effective systems of risk management and internal control, so as to identify and mitigate the likelihood of losses or other failures in service planning and delivery. The system of internal control will be based on an ongoing process designed to identify and prioritise the risks to the achievement of policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised and to manage them efficiently, effectively and economically. The systems will be subject to periodic review and the results will be reported to the Partnership.

Performance Monitoring and Reporting

Performance information on the key performance indicators for the Partnership will be provided for the monthly review meetings. Key performance areas will be considered on a monthly basis by a core team of staff and customer representatives.

A report on the Housing Repairs Partnership performance will be reported quarterly to Members through Housing and Neighbourhood Services EMAP or a Partnership Board dependant on the outcome of the constitutional review.

Health and Safety

The health of our employees, residents and visitors, and the safety of our activities are of paramount importance. Activities will be undertaken with due regard to securing the highest possible standards of Health and Safety. We are committed to protect the environment and the safety of our employees and the public as a whole, ensuring no one is adversely affected by our activities. Non-compliance with Health and Safety Legislation is not an option, our policy is to exceed the minimum required by the law.

In support of the commitment to continuous improvement, the systems will not only measure quality performance, they will also allow for measuring, maintaining, monitoring and continually improving our safety performance. This will promote health and safety values throughout including joint working with staff unions, employee liaison groups, residents projects and community audits.

All Neighbourhood Services staff will have as a minimum attended a one day IOSH safety course. Neighbourhood Services Health and Safety systems are audited annually using the ROSPA audit scheme and currently hold and maintain a level two award.

HR Policies

Success can only be achieved with employees with the right skills and abilities to deliver a Quality Service. The Council has adopted the Recruitment and Selection Policy and Procedures as a means to make sure we have those employees. In addition this will include agreed induction programmes for all new staff, so that staff are made aware of the nature of the service they are to provide, the standards that are expected of them and the quality they are expected to achieve.

Recent EFQM assessments have identified areas for improvement in people issues and has influenced the approach within action plans for the development of Neighbourhood Services. This has led to initiatives in communications, such as team briefings and the in house newsletter 'team-talk'. This approach has been confirmed by results in staffs surveys where Neighbourhood Services has performed well in most areas.

In addition to standard terms and conditions for a Council staff benefits, Neighbourhood Services also provides staff with:

- personal development through the Workforce Panel, run by staff for the benefit of staff, with a stable annual funding;
- an osteopathy referral scheme allowing all staff to be treated, free of charge for up to six treatments.

Training and Development

Housing Services; provides a flexible training package for staff coordinated from a single officer point of contact, tackling specific technical issues to generic working practices and pressures including Health and Safety, a procedure is also in place for further education to promote employee skills, abilities and qualifications.

Neighbourhood Services; has recently expanded its HR team to enhance its training and development activities. A main priority will be the development of a leadership programme for all managers and supervisors, which will began in 2004/05.

This is the first stage in developing Personal Development plans for managers, arising out of the appraisal system, although all staff up to the level of Assistant Director, already have access to personal development training through the Organisation's Workforce Panel, managed by staff representatives.

All staff will undertake a development programme that will ensure skills and competency to carry out their work and will encourage personal growth and enhanced motivation, through gaining skills and competencies to carry out their work

to a higher degree of competence and go on to broaden their skills through personal development

At Neighbourhood Services, we recognise the value of the Council's customers and our staff's responsibility to behave correctly towards them, each member of our front line staff receives an annual 'Customer Care' training course, which sets out these responsibilities. It is our intention to improve the content of these courses to help our staff to communicate with residents, particularly about their neighbourhood.

All staff also receive, as a minimum, ongoing training in Health and Safety aspects of their work. In addition, all existing staff at supervisor level and above are required to undertake a four day IOSH training course 'Managing Safely'. This policy applies to all Neighbourhood Services' staff, with management responsibilities.

Review Meetings

Periodic review meetings between the parties will be held monthly to discuss operational issues and quarterly to discuss strategic issues of the Partnership. Agendas will be published in advance and all parties will be expected to release the appropriate members of staff to both prepare for and attend each meeting as required. Monthly review meeting will be attended by key personnel nominated by the Assistant Directors from the list outlined earlier.

Annual review meetings will take place in February each year at which time the strategic direction of the partnership will be considered. Assessment against the partnerships KPI's will also be carried out at this time. It will also be essential to review the agreement to ensure that the Partnership is providing value for money. Annual benchmarking will therefore take place to ensure that this is the case and is detailed on page 10. The annual review will be led by the two Assistant Directors.

SCHEDULE – PART 5

Key Performance Indicators

Housing & Adult Social Services & Neighbourhood Services will report on performance in line with the councils service planning / performance monitoring timetable. Progress of many of the key features of the arrangement will be monitored using performance indicators. It is a way of making sure we do what we say we will do.

A robust Performance Framework for the Housing Repairs Partnership is essential to inform and facilitate continuous service improvement leading to:

- Well maintained homes;
- Value for money for customers and the City of York Council;
- High customer satisfaction;
- A culture of continuous improvement.

The key areas that need to be measured and monitored to give a clear understanding of the performance of the Partnership are;

- **Cost** - Value for money is a key measurement of the success of the partnership, and bearing in mind the principles of partnering reductions in cost through efficiencies of delivery and the supply chain will need to be demonstrated;
- **Speed of delivery** - There are statutory indicators to be measured on speed of response within government timescales. The speed within which a repair is successfully completed has been consistently raised by tenants as one of the most important aspects of the service to the customers;
- **Management of void properties** - It is essential that properties are let as quickly as possible. A recent system review of the voids process has resulted in changes to working practices. Performance across all voids is currently running at an average of 19.5 days, however with improved working practices and lines of responsibility the process can be streamlined further;
- **The percentage of properties receiving their annual gas servicing** – The requirement to annually service all it's gas burning appliances is a statutory duty. The proportion of properties requiring a gas service that receive their gas service will be critical to ensuring that a) the council is meeting it's statutory duties and that we are keeping our customers safe.
- **Quality & Customer care** – It is difficult to have precise targets for quality and for customer care as results are often based upon perception and satisfaction which are hard to measure. It is therefore important that these indicators are closely linked to the Quality Control and Customer Care Management System.

All indicators will have a detailed definition as well as a target, tolerance level, ownership, and a date for monitoring, reporting and review. The Partnership will have some 'top level' indicators covering the key areas and flowing from these will be lower level targets possibly down to team level. Due to new working practices and IT systems it may be difficult to set some of the targets and even definitions until the Partnership is operational and has been in place for some months.

It should be remembered that most performance indicators are management tools only and provide useful pointers towards service delivery standards. However individual PIs are limited in the information they give and can never be more than 'can openers'. The performance of the service as a whole should be considered, in the local context, rather than concentrating on individual aspects.

Below is a list of initial PI's for measurement of the success of the service, many are operational management tools only and not intended for publication. Not all PI's will be equally weighted in importance for success of the partnership measurement. The setting of this weighting along with future targets and the recording and maintaining the PI's will be the responsibility of the Partnership. Any variation is subject to the agreement of the Partnership, in case of disagreement The Head of Housing Services shall make the final decisions regarding the indicators that are required to be reported as part of any statutory process by Housing Services.

PERFORMANCE INDICATOR	CPA	Statutory	Local	Operational
COST	✓	✓		
Average cost of repairs per home	✓	✓		
Average actual cost of repairs			✓	
Average cost of gas servicing per home			✓	
Percentage change in actual cost of repairs			✓	
Average cost of a basket of 30 most common repairs				✓
SPEED				
Percentage of appointments kept where raised (subject to removal by ODPM)	✓	✓		
Percentage of P1 repairs raised within time limits				✓
Percentage of repairs completed emergency – within 24 hours		✓		
Percentage of repairs completed P1 – within 3 days		✓		
Percentage of repairs completed P2 – 25 within days		✓		
Percentage of appointable repairs appointed				✓
Percentage of non urgent repairs completed within Government time limits	✓	✓		

Average time to complete non urgent repairs	✓	✓		
Percentage of jobs completed on first visit			✓	
Ratio of emergency to urgent to non urgent repairs				✓
Percentage of properties receiving their annual gas servicing			✓	
VOID MANAGEMENT				
Average time to complete property clean, service and inspection				✓
Average time to complete scenario 3 repairs			✓	
Average cost per scenario 1,2 and 3 property				✓
Ratio of scenario 1 to 2 to 3 properties				✓
Satisfaction with condition of new properties				✓
QUALITY AND CUSTOMER CARE				
Number of upheld complaints received			✓	
Percentage of customer feedback cards received to jobs raised				✓
Percentage upheld fault finding resulting from post inspections of completed work				✓

Quality Control

Quality of work will be monitored using different formats and against different parameters, this will be in a joined up approach from both Housing Services and Neighbourhood Services incorporating current measurement methods from both parties to form one holistic approach to Housing Repairs.

Existing methods utilised by Housing Services include but are not limited to:

Annual Housing Monitor Survey – one to one interviews carried out by City of York Council Marketing Team annually with randomly chosen tenants on a variety of issues including satisfaction with the repairs service;

New Homes Questionnaires – postal questionnaire sent to all new tenants after 6 weeks of their tenancy to measure satisfaction with the service they have received including the physical quality of their home and the repairs carried out;

Housing Services Post Inspections – physical post inspections carried out by the Housing Maintenance team on completed repairs;

Housing Services Telephone Enquiries – telephone enquiries made by Rent Collectors or Housing Assistant Teams to gauge tenant satisfaction regarding the quality of completed repairs;

Neighbourhood Services' Quality Unit, supported by full-time assessors/inspectors, and specialist staff in Health and Safety and Human Resources. The Unit's role will be to:

- Drive the concept of quality in the organisation;
- Produce performance information to monitor performance in the organisation;
- Advise managers on options to improve performance;
- Ensure that Neighbourhood Services gains quality accreditation and maintains it;
- Act as the Departmental Management Team's champion for quality issues in the Department.

Responsibility for performance monitoring and implementation of improvement programmes lies with operational staff as part of their overall duties. This will ensure that quality is accepted by all members of the organisation.

The Quality Control and Customer Care Management System is simple in its basic concept but paying due regard to the Customer Contracts and Citizen's Charters of the Authority, by seeking to:

- identify the objectives that the service is striving to achieve;
- identify performance indicators that will measure the success of the operation in achieving those objectives;
- measure, monitor and report extent of compliance with the service objectives and produce strategies to improve where there are significant trends of under-performance;
- ensure that all requirements have been achieved and operations completed to agreed standards;
- ensure that personnel involved receive applicable training in the standards required;
- identify customer satisfaction with the service objectives and the service produced;
- identify customer requirements for improvements and recommend appropriate changes;

- provide feedback to the source of the complaint/recommendation;
- audit and evaluate the system processes and correct them where applicable;
- provide a culture and process for continually improving standards and evaluating lessons learned, ensuring they are fed back into processes;
- benchmarking services with comparable service providers to ensure the maintenance of high quality low cost services.

The source of most enquiries, complaints or comments are currently via the housing department or customer feedback cards. Once these have been passed to Neighbourhood Services, the customer satisfaction procedure will manage any issues arising and provide appropriate action and feedback within the timescale agreed by the Partnership.

Performance Monitoring within Neighbourhood Services

The achievement of quality and performance targets will be monitored by the Quality and Customer Care Section within Neighbourhood Services. Progress against performance indicators will be reported to nominated Officers as required. Progress against all PI's will be reported quarterly to Members and the partnership.

There will be five types of performance indicators;

1. National BVPIs;
2. Previous Audit Commission/BVPIs, still retained at a local level
3. Existing local BVPIs;
4. New local PIs;
5. Management PIs, not previously seen by Members agreed by the housing partnership.

SCHEDULE – PART 6

Improvement Plan

For both parties to be fully committed to continuous service improvement the joint adoption of a Strategic Partnering Improvement Plan is critical. This should be integral to both the Housing Services Improvement Plan and Neighbourhood Services Improvement Plan whilst also being robust enough to operate and stand alone. In no way is this expected to unnecessarily duplicate work in planning or operational functions.

The requirement is to stimulate improvement in terms of quality of service, product, planning and procedure through an ongoing goal setting and review process. It will target, item specific tasks, in isolation to stimulate service improvements in areas such as

- value for money as well as product quality through the management of the supply chain;
- workforce efficiency and reducing disruption to customers by reducing the number of repeat visits of operatives;
- maintaining of and improving on links to the capital programme and business planning functions of Housing Services;
- ongoing benchmarking of service standards and costs.

Update and development of the improvement plan will be on an ongoing process undertaken at quarterly intervals at the Partnership review meetings. It is envisaged that this will be a 'living' document subject to change, and review, and will form an integral part of the improvement process.

The initial production of such a document allows for an update and refresh of the main Housing Improvement Plan within which a number of items relating to the repairs process have been awaiting review. For ease of comparison it should follow a similar visual format to the Housing Services Improvement Plan.

SCHEDULE - PART 7

Definitions

In this Agreement, unless the context otherwise requires, the following expressions have the following meanings:

“Agreement” the agreement to which these definitions are annexed as Part 7 of the Schedule and the Schedule;

“Average Job Cost” means the result of the calculation of, the sum of all works orders invoiced through The Partnership divided by the total number of works orders for any one financial year..

“Commencement Date” means the date described as such in Part 8 of the Schedule;

“Key Personnel” means those persons (if any) employed by the Client and the Supplier and listed in Part 4 of the Schedule who are to provide all or part (as agreed between the parties) of the Services;

“Price” means the Price for the performance of the Services as set out in Part 2 of the Schedule;

“Services” means the Services to be performed by the Supplier as set out in Part 3 of the Schedule;

In this Agreement any use of the word “including” shall be treated as “including without limitation”.

The headings in this Agreement do not affect its interpretation.

Duration

Without prejudice to any other right of termination available to the Client set out in this Agreement, this Agreement shall commence on the Commencement Date, shall endure for the period stated in Part 8 of the Schedule (“the Initial Period”) and shall continue thereafter unless and until terminated by either party giving to the other at least six months’ prior written notice with such termination to take effect at any time after expiry of the Initial Period.

Positive obligations of the Supplier

The Supplier shall perform the Services in accordance with the Agreement.

The Supplier shall provide the Services at the premises specified by the Client from time to time (the “Premises”).

The Supplier shall keep reasonably detailed records of all acts and things done by it in relation to the provision of the Services and at the Client's request shall make them available for inspection and/or provide copies to the Client.

The Supplier shall at all times during the period of the Agreement:

- exercise all reasonable skill, care and diligence in the performance of the Services; and
- faithfully and diligently perform those duties and exercise such powers consistent with them which are from time to time necessary in connection with the provision of the Services.

Confidentiality

The Client and the Supplier agree to keep and ensure that its personnel shall keep all information arising or coming to its attention in connection with the provision of services under this partnership, secret and confidential and not at any time for any reason whatsoever to disclose them or permit them to be disclosed to any third party, except as permitted where the supplier requires to carry out its duties and obligations under this SLA.

The obligations of confidence shall not apply to information which:

- is in the possession of and is at the free disposal of the Supplier or is published or is otherwise in the public domain prior to the receipt of such information by the Supplier;
- is or becomes publicly available on a non-confidential basis through no fault of the Supplier;
- is received in good faith by the Supplier from a third party who, on reasonable enquiry by the Supplier claims to have no obligations of confidence to the Client in respect of it and who imposes no obligations of confidence upon the Supplier.

Variation

The scope of the agreement may be varied subject to appropriate benchmarking and affordability with agreement of both parties, any major changes must be by mutual agreement and not be to the detriment of the Partnership.

The repairs partnership recognises that the nature of the services to be provided will be under periodic review and that through these reviews and pressures both internally and externally may force variations to the SLA to reflect them.

Access to the Premises and Safety Requirements

The service must be carried out within safe and considerate working procedures. The supplier shall comply with its written Health and Safety procedures and note a suitable code of conduct for working in customers homes. The Supplier shall ensure that any agent and sub-contractors also comply with such requirements.

Payment

In consideration of the provision of the Services, the Client shall make payment to the Supplier in accordance with the provisions of Part 3 of the Schedule.

Obligations of the Client

Throughout the period of the Agreement the Client shall afford the Supplier such access to the Premises and Client's information records and other relevant material as the Supplier may reasonably and necessarily require to provide the Services provided always that the Client shall be obliged to afford such access only during its normal office hours.

The Client shall work with the Supplier to share such newly arising information that may be of relevance to service provision, such as potential hazards found within the property portfolio, adverse incidents regarding Housing Tenants of noteworthy comment or changes to the property portfolio.

Termination

Either party may formally terminate the Agreement in writing, the notice period for this being 26 weeks. Should both parties formally agree to termination and if a mutually acceptable notice period shorter than 26 weeks can be agreed this will be acceptable, if not agreement can be reached the period will be 26 weeks.

Assignment

The Supplier shall not assign, transfer, sub-contract or in any other manner make over to any third party the benefit and/or burden of the Agreement without the prior written consent of the Client.

Entire Agreement/amendment/waiver/

The Agreement embodies and sets forth the entire agreement and undertaking of the parties and supersedes all prior oral or written understandings or arrangements relating to the subject matter of the Agreement. Neither party shall be entitled to rely on any agreement, understanding or arrangement which is not expressly set forth in the Agreement.

The Agreement shall not be amended, modified, varied or supplemented except in writing signed by duly authorised representatives of the parties.

Notice

Both parties shall hold a joint responsibility for undertaking and maintaining responsible lines of communication. That where practical this should be in a suitable written format and to the relevant officer with authority to carry out/agree the instruction without unnecessary detriment to the service provision.

Dispute Avoidance & Resolution Procedure

The purpose of the approach described below is to ensure that there is a mechanism to deal swiftly with any disputes that arise between parties to the agreement. If a dispute arises, it is important to manage it actively and positively and at the right level in order to encourage early and effective settlement.

In all instance the focus should be to work together to resolve problems as they arise to avoid a dispute occurring. Where a problem can not be resolved, one of the parties to the dispute should notify the other, in writing, that the dispute resolution process in to be invoked.

The instigator of the procedure should then formally advise the other party of the nature of the dispute and that it is to be discussed at the monthly monitoring meeting. Dependant on the nature of the dispute, if necessary a special meeting will be convened to discuss the dispute.

If the dispute can not be resolved at the monthly monitoring meeting, a meeting should be convened with 1 week between the Assistant Director of Housing and the Assistant Director of Neighbourhood Services.

If the dispute can not be resolved between the AD's, adjudication as a Alternative Dispute Resolution method will be employed.

Adjudication Clause

A party to this partnership ("the Referring Party") may at any time give notice ("the Notice") in writing to the other partner of its intention to refer a dispute arising under the Service Level Agreement to adjudication.

The parties should agree the identity of the adjudicator.

Where agreement can not be reached, the Referring Party shall contact City of York's Chief Executive and ask him to nominate an adjudicator, nomination shall be communicated to the parties within 5 days of receipt of the application.

Within 7 days of the Notice the Referring Party shall refer the dispute to the adjudicator.

The adjudicator shall reach a decision within 28 days of referral or such longer period as is agreed by the parties after the dispute has been referred.

The adjudicator may extend the period of 28 days by up to 14 days, with the consent of the party by whom the dispute was referred.

The adjudicator shall act impartially.

The adjudicator should take the initiative in ascertaining the facts and the law.

When communicating the decision the adjudicator shall explain the reasoning being the decision.

The decision of the adjudicator is binding until the dispute is finally determined by legal proceedings, by arbitration (if the contract provides for arbitration or the parties otherwise agree to arbitration) or by agreement.

The adjudicator is not liable for anything done or omitted in the discharge or purported discharge of his functions as adjudicator unless the act or omission is in bad faith and any employee or agent of the adjudicator is similarly protected from liability.

Insurance Claims

Both Housing & Adult Social Services and Neighbourhood Services are indemnified under a Corporate Insurance Policy of The City of York Council for public liability.

If any event occurs which may give rise to any claim or proceeding in respect of loss or damage to property or possessions or injury to persons this shall be administered in accordance with the procedures of the City of York Council Resources – Financial Services Group.

SCHEDULE - PART 8

THIS PARTNERSHIP AGREEMENT is made the 1st January of 2005

between

HOUSING & ADULT SOCIAL SERVICES having its Offices at 10-12 George Hudson Street, York (the “Client”) and **NEIGHBOURHOOD SERVICES** having its Offices at the Eco Depot, Hazel Court, York (the “Supplier”)

WHEREAS

The Supplier has agreed to perform and the Client wishes the Supplier to perform the Services (defined below) on the terms set out in this Agreement.

IT IS AGREED:

A. MAIN TERMS

In this Agreement (which expression shall include the Schedule annexed hereto) the words and phrases and rules of interpretation set out in Part 7 of the Schedule shall, unless the context otherwise requires, have the meanings and the effect set out therein.

B. PERFORMANCE OF THE SERVICES

The Supplier agrees to perform the Services for the Client, and the Client agrees to pay for the same all upon the terms set out in this Agreement.

IN WITNESS WHEREOF these presents printed on this page, the next page and together with the Schedule annexed hereto are executed, in duplicate, as follows:-

SIGNED for and on behalf of
HOUSING & ADULT SOCIAL SERVICES (the Client)
by one of its authorised signatories
at λ on the λ day of λ
before this witness:-

.....Witness Director/Authorised Signatory
.....Full Name (print) Full name (print)
.....Address
..... Title

SIGNED for and on behalf of
NEIGHBOURHOOD SERVICES (the Supplier)
by one of its directors/authorised signatories
at λ on the λday of λ
before this witness:-

.....Witness Director/Authorised Signatory
.....Full Name (print) Full name (print)
.....Address	
..... Title

Annex 1

LINKS TO STRATEGIC AND CORPORATE OBJECTIVES

Community Strategy Themes	Corporate Objectives of Council	Housing Repairs Partnership
<p>Sustainable City: That York should be a model sustainable city with a quality built and natural environment and modern, integrated transport network</p>	<p>Take pride in the city by improving quality and sustainability, creating a safe and clean environment:</p> <p><i>1.7 provide a high quality housing landlord service meeting the aspirational expectation of the local community in both fabric and housing management structures</i></p>	<ul style="list-style-type: none"> • Well managed and maintained council homes • Improving homes to meet decent standards and people's aspirations • Minimise void period for empty homes • High customer satisfaction • A culture of continuous improvement
<p>Learning City: To ensure all those who reside and work in York have the skills that will enable them to actively participate in the life of the city. To ensure that the city is seen as an internationally recognised centre of learning and creativity</p>	<p>Improve opportunities for learning and raise educational achievement for everybody in York</p> <p><i>2.7 improve the range of opportunities for formal and informal adult lifelong learning and support residents to develop skills for life</i></p>	<ul style="list-style-type: none"> • Support for participation and partnerships • Employment and training opportunities • Strengthen links with local collages and schools
<p>Thriving City: To Support the progress and success of York's existing businesses and to encourage new enterprises in order to maintain a prosperous and flourishing economy that will sustain high employment rates.</p>	<p>Strengthen and diversify York's economy and improve employment opportunities for residents</p> <p><i>3.1 generate business growth and start-ups in science, creative, tourism and other key business sectors to protect existing jobs and provide higher quality, sustainable and higher paid jobs</i></p> <p><i>3.3 promote pride in the city, high quality services and product, and safe/fair practises among York businesses</i></p> <p><i>3.7 support residents into</i></p>	<ul style="list-style-type: none"> • Local employment and training opportunities • Strengthen links with local collages and schools • Improve and strengthen the 'supply chain' links • Work towards a multi skilled work force

Community Strategy Themes	Corporate Objectives of Council	Housing Repairs Partnership
	<i>learning and work, and improve skill levels in key areas of the economy</i>	
Safer City: To be a safe city with a low crime rate and to be perceived by residents and visitors as such	Create a safer city through transparent partnership working with other agencies and the local community	<ul style="list-style-type: none"> • A well managed and maintained council homes • Completion of repairs on time • Minimise void periods
Inclusive City: To ensure that all residents and visitors can take part in the life of the city	<p>Ensure that all council services are accessible and inclusive, and build strong proud local communities</p> <p>6.1 bring involvement and participation in local management and Council decision- making closer to local resident</p> <p>6.2 ensure that all residents can easily and quickly access the joined up services they need</p> <p><i>6.9 working towards equality of opportunity for all</i></p>	<ul style="list-style-type: none"> • High customer satisfaction • Customer participation in the setting up of the partnership, monitoring and delivering continuous service improvement • Equality of opportunity for all
A City of Culture: Celebrating both our uniqueness and our diversity, we will promote a culture that helps build a confident and creative community, welcomes and inspires residents and visitors alike, and encourages quality opportunities for fun and fulfilment open to all	Work with others to develop opportunities for residents and visitors to experience York as a vibrant and eventful city	<ul style="list-style-type: none"> • Well managed and maintained council homes • Support participation and partnerships
	Transform City of York into an excellent customer- focused 'can do' authority	<ul style="list-style-type: none"> • All points in Corporate objective 8 relate to the partnership, in particular: • Responsible leadership • affordable, good quality service • effectiveness of decision making

Community Strategy Themes	Corporate Objectives of Council	Housing Repairs Partnership
		<ul style="list-style-type: none">• a 'can do' philosophy• continuous improvement• sound financial management• effective management and development of staff

Annex 2

Schedule of Rates

	Section (SOR Type)	Sub Heading	SOR Description - High	Priority Code	AP'NT Y/N
				E/P1, or P2	
1	ROOFS	General Repairs	General repair to roof	2	N
2		Chimneys	Refix or renew pot, cowl, terminal or cage	2	N
3			Re-launch stack	2	N
4			Repoint stack	2	N
5			Brickwork repair to stack	2	N
6		Pitched Roof	Refix or renew tiles or slates NE 3sqm	2	N
7			Renew underfelt including laths	2	N
8			Rebed or renew ridge or hip tiles	2	N
9			Repoint verge or valley	2	N
10		Eaves Boarding	Repair or renew fascia, soffit or bargeboard	2	N
11		Flat Roofing	Patch repair leak to flat roof	2	N
12			Renew felt roof covering NE 10sqm	2	N
13			Renew roof decking NE 10sqm	2	N
14			Screed or overboard concrete roof	2	N
15			Repair or renew rooflight to flat roof	2	N
16		Sheet	Refix or renew roof sheets	2	N
17					
18		Leadwork	Refix or renew flashings or valleys	2	N
19			Repair or renew lead bay top or canopy top	2	N
20		Insulation	Renew or provide insulation (200mm if possible)	2	N
1	RAINWATER GOODS	Gutter	Clean out gutter including resealing & remaking joints	2	N
2			Renew gutter including brackets	2	N
3		Fall Pipe	Clean out fall pipe or outlet	2	N
4			Refix or renew fall pipe	2	N
5			Renew any rwp fitting	2	N
1	WALLS	Ventilation	Renew air brick, vent or grate	2	N
2				2	N
3			Install air vent into wall inc. sleeve	2	N
4		Brickwork & Blockwork	Repoint Brickwork or blockwork in any bond NE 10sqm	2	N
5			Renew Brickwork or blockwork in cavity wall NE 10sqm	2	N
6		Render	Repair or renew rendered surface NE 10sqm	2	N
7		Cavity	Reseal cavity	2	N
8			Install cavity wall tie	2	N
9		Lintels	Reset or renew any lintel	2	N
10		Clad	Repair or renew clad surface	2	N
11					
12		Screen	Renew internal glazed screen wall	2	Y

1	FLOORS	Timber Floors	Pump out sub floor & provide ventilation	1	Y
2			Repair or renew timber board or sheet flooring	2	Y
3			Refix or renew floor or ceiling joist	2	Y
4		Concrete Floor	Patch or renew concrete floor	2	Y
5			Patch or renew screeded floor finish	2	Y
6		Asphalt	Patch or renew Asphalt floor path, hardstanding or walkway NE 5sqm	2	Y
1	FLOOR WALL & CEILING	Plasterwork	Repair plaster cracks to wall or ceiling	2	Y
2	FINISHES (FWC)		Renew plaster skim coat to walls NE 12sqm	2	Y
3			Hack off complete and replaster to walls NE 12sqm	2	Y
4			Renew plasterboard and skim to wall NE 12sqm	2	Y
5			Replaster skim to ceilings NE12sqm	2	Y
6			Reboard & skim ceilings NE12sqm	2	Y
7					
9		Tiled Walls	Refix, renew or fit new glazed wall tiles, 2 tile high splashback, cooker space or Authority owner shower area only	2	Y
10		Tiled Floors	Renew tiled floor incl. proprietary screed where necessary	2	Y
12		Artex	Repair or apply new artex finish to walls or ceilings	2	Y
13		Mould	Anti-fungicidal solution	2	Y
14		Suspended	Repair or renew suspended ceiling	2	Y
1	PAINTING & DECORATING	Decoration	Take back and repaint door or window	2	Y
2			Redecorate by wall or ceiling	2	Y
3			Redecorate by room	2	Y
1	DOORS	General Repairs	Repair or renew primary lock or locking mechanism	E	Y
2			Repair or renew secondary lock	1	Y
4			Refix or renew furniture as required per door	2	Y
5			Ease & adjust door or doorset including rehang	1	Y
6			Weatherproof door or frame	2	Y
7			Gain access including change locks or locking mechanism	E	Y
8			General repair to door or frame by filler or splice	2	Y
9			Provide extra keys for communal doors	1	N
10			Repair, renew or install door closer in any location	2	Y
11			Refix or renew beading or putty to door	2	Y
13			Temporary repair/board and/or de-board	E	Y

			external door		
14		External	Renew timber front door	2	Y
15			Renew timber rear door	2	Y
16			Renew timber double door set or leaf	2	Y
17			Renew external timber door frame of any type	2	Y
18			Renew weatherboard or threshold	2	Y
19			Repair or renew pillasters	2	Y
20			Renew PVCu external door or doorset	2	Y
21			Renew external composite door or doorset	2	Y
22			Renew external security door or doorset	2	Y
23			Repair or renew external meter cabinet door or unit	2	Y
24			Renew patio doors or doorset	2	Y
25		Internal	Renew internal room or cupboard door	2	Y
26			Renew internal door frame of any type	2	Y
27			Renew 1/2 hour fire resistant door	2	Y
28		Shed, Yard & Landing	Renew timber shed or yard door or doorset	2	Y
29		Garage	Repair or renew garage door incl. frame where necessary	2	Y
30			General repair to garage door	2	Y
31		Canopies	Repair or renew door canopy of any construction	2	Y
					Y
1	WINDOWS	General Repairs	Repair or renew locking handle or mechanism	2	Y
2			Refix or renew furniture as required per window	2	Y
3			Ease & adjust casement or sash window including rehang	2	Y
4			Weatherproof window	2	Y
5			Gain access to window and make good	E	Y
6			General repair to window or frame by filler or splice	2	Y
7			Extra window lock or bolt keys	2	Y
8			Refix or renew beading or lath to window	2	Y
10			Temporary repair/board and/or de-board window	E	Y
11		Timber	Renew timber window complete	2	Y
12			Renew timber sash or casement	2	Y
13			Repair or renew timber window pockets or lining	2	Y
14		PVCu	Renew PVCu window	2	Y
15		Aluminum	Renew Aluminum window	2	Y
16		Roof	Renew Roof light	2	Y
17		Cills	Repair or renew external cill	2	Y
1	GLAZING	Glazing	Single glazing	2	Y
2			Double glazing	2	Y
3			Temporary glazing repair	E	Y
18			Repair/renew ventomatic	2	Y

1	INTERNAL JOINERY	Staircases (incl. concrete)	Repair or renew tread or riser	1	Y
2			Repair or renew staircase string	2	Y
3			Refix or renew balustrading	2	Y
4			Repair or renew newel post	2	Y
5			Refix or renew stair or banister rail	1	Y
7		Room finishes	Refix or renew skirting, architrave, batten, bead, pelmet, rail or patress	2	Y
8			Repair or renew vertical pipe boxing	2	Y
10		Window Boards	Repair or renew window board	2	Y
11		Loft Access	Repair or renew loft hatch or trap	2	Y
1	KITCHENS	Units	Repair or renew unit door, drawer or carcass	2	Y
2			Renew wall unit	2	Y
3			Renew base unit excl. sink base units	2	Y
4			Renew sink base unit including sink top & taps	2	Y
5			Repair or renew plinth	2	Y
6		Worktops	Renew worktop	2	Y
7			Reseal kitchen worktops	2	Y
8		Shelving	Repair or renew shelving	2	Y
1	PLUMBING	Supply	Repair burst pipe	E	Y
2			Trace & repair external water service	2	Y
3			Repair or renew stop tap	2	Y
4			Repair or renew pump (non c/h)	2	Y
5		Storage	Repair or renew water storage tank or cistern	2	Y
6			Renew hot water cylinder or combination tank & cylinder	2	Y
7		Overflows	Repair or renew overflow of any type	1	Y
8		Taps	Repair tap to sink, bath or basin	1	Y
9			Renew individual tap to sink, bath or basin	1	Y
10			Renew pair of taps to sink, bath or basin	1	Y
11		Waste system	Repair or renew waste fitting, outlet or pipe	1	Y
12			Renew plugs and chains (voids only)	2	Y
13			Clear blocked waste	E	Y
14		Washing machines	Renew Authority installed washing machine pipework	2	Y
15		Sinks	Renew kitchen sink top/drainers only	2	Y
16		WC's	General repair to WC suite	2	Y
17			Renew WC pan	1	Y
18			Renew WC cistern	1	Y
19			Renew full WC suite	1	Y
20		WH Basins	Resecure wash hand basin/pedestal	1	Y
21			Renew wash hand basin and/or pedestal	1	Y
23		Baths	Renew bath, 1500 mm	2	Y
24			Renew bath, 1700 mm	2	Y
25			Reseal bath or whb	2	Y
26			Renew or provide grab rail	1	Y
27			Renew bath handles	2	Y
28			Renew bath panel or panels	2	Y

29		Re-installations	Remove and refix general sanitaryware	1	Y
30		Showers	Renew shower head and/or hose	2	Y
31			Repair or renew rail and riser	2	Y
32			General repair to shower unit	1	Y
33			Renew electric shower unit	2	Y
34			Renew shower mixer valve	2	Y
35			Renew shower tray	2	Y
36			Renew shower screen or enclosure	2	Y
37			Repair or renew shower rail	2	Y
1	ELECTRICS	General Repairs	Electrical Inspection test and certificate	2	Y
2			Repair to isolated sockets/lighting	1	Y
3			Trace and repair major fault to power/lighting	E	Y
4			Renew Earth Bonding	1	Y
5			Rewire circuit	2	Y
7			Renew or upgrade mains unit	2	Y
8		Lights	Renew internal light fitting, lamp or luminaire	1	Y
9		Power	Renew internal socket or outlet	1	Y
11		Meters	Renew electric 'White' meter at travellers plot	1	Y
12		Switches	Renew switch of any type	1	Y
13		Fans	Repair extract or intake fan	1	Y
14			Renew extract or intake fan	1	Y
15			Supply & install new fan of any type and size	2	Y
16		Immersion heaters	Repair or renew immersion heater or thermostat	1	Y
17		Communal Light	Renew communal light fitting, lamp or illuminated sign	E	Y
18			Repair or renew communal lighting control	E	Y
20		Emergency Lighting	Repair to emergency lighting equipment	E	Y
21		Smoke Alarms	Repair or renew smoke alarm	1	Y
22		Security Lights	Repair or renew security light	1	Y
24		Cookers	Repair or remove electric cooker	1	Y
25			Repair or renew electric hob	1	Y
26		White Goods	Repair or remove white goods	1	Y
27		Door Entry & intercoms	General repair to door entry & intercom system	E	Y
28		Intruder Alarms	General repair to intruder alarm system	1	Y
29		Fire Alarms	General repair to fire alarm system	E	Y
30		Commercial Equipment	General repair to commercial electrical equipment	1	Y
1	GAS SUPPLY	General Repairs	Gas Inspection, test and certificate	1	Y
2		Supply	De-commission or re-commission gas supply	2	Y
5			Trace fault/repair or renew gas carcass	1	Y
6		Cookers	Repair or remove gas cooker	1	Y
8		Commercial	General repair to commercial gas equipment	1	Y

		Equipment			
10		Meters	Relocate gas meter leave unconnected	2	Y
1	HEATING	Fireplaces & Flues	Refix or renew hearth	2	Y
2			Refix or renew fire surround	2	Y
3			Clear blocked flue	1	Y
4			Repair or renew fire back and/or cheeks	1	Y
5		Solid Fuel	Repair or renew solid fuel fire grate, burner, damper or glass	1	Y
6		Fires	General repairs to Gas or Electric Fire	1	Y
7			Renew Electric Fire	1	Y
8			Renew Gas Fire	1	Y
9		Boilers	Renew gas fired back boiler	1	Y
10			Renew combination boiler	1	Y
11		Controls	Repair or renew heating and hot water control device	1	Y
12		Pumps	Repair or renew c/h pump	1	Y
13		Radiators	Balance radiators	2	Y
14			Take off & refit radiator	2	Y
15			Renew control valve to radiator	2	Y
16			Renew radiator	2	Y
17		Servicing	Service gas fire and/or boiler	1	Y
18		General system			
19			Drain down gas central heating and hot water system	1	Y
20			Re-commission gas central heating and hot water system	2	Y
21		Electric	Repair electric storage heater	1	Y
22			Renew electric storage heater	1	Y
23		Warm Air	General repairs to warm air heating system	1	Y
1	DRAINAGE	Manhole/Drains	Rebed manhole cover and frame	2	N
2			Renew manhole cover and frame	2	N
3			Clear blocked drain/gully	E	N
4		Gully			
5			Renew back inlet gully	2	N
6			Clear blocked gully	1	N
7		Above Ground-Soil & Vent	Refix or renew soil and vent pipe section	1	Y
8			Renew soil & vent pipe	1	Y
1	EXTERNAL WORKS	Drying Facilities	Refix, restring or renew Clothes Post or Rotary Drier	2	Y
2		Fencing	Refix or renew Timber Fence or gate post	2	Y
3			Renew timber panel, paling, board or rail fencing NE 6lm	2	Y
4			Refix or renew Metal Fence or gate post	2	Y
5			Repair/refix Metal Fencing	2	Y
6			Refix or renew concrete fence post	2	Y
7			Renew or provide new galvanised line wire in 3 strands	2	Y
8		Gates	Repair or renew single timber or metal gate	2	Y

9			Repair or renew double timber or metal gates	2	Y
10			Repair or renew folding timber gates	2	Y
11			Renew gate catch to timber or metal gates	2	Y
12			Renew gate stop	2	Y
13		Brickwork	Repoint external brick wall NE 10sqm	2	Y
14			Rebuild external brick wall in any thickness NE 10sqm	2	Y
15			Rebuild external brick wall or gate pier	2	Y
16		Handrails	Refix metal handrail	1	Y
17			Renew external metal handrail	2	Y
18		Concrete & Paving	Repair or renew concrete path or hardstanding NE 5sqm	2	Y
19			Rebed or renew flag paving NE 5sqm	2	Y
20		Steps	Resurface concrete step	2	Y
21			Renew concrete step	2	Y
22		Excavations	Excavate & backfill trial hole in any surface	2	Y
23		Verdigris	Treat for verdigris	2	Y
1	ANCILLARIES	Rubbish	Remove rubbish from communal areas of Authority owned land	1	N
2		Graffiti	Remove graffiti	1	N
3		Blocked Chutes	Clear blocked refuse chute	E	N
4		Communal areas	Clean and disinfect communal areas	1	N
6		Asbestos	Removal of asbestos	E	N
7		General Cleaning	Clean by item	2	Y
8		Void Cleaning	Clean property incl. nets where necessary	1	N
9		Garden Cleaning	Garden clearance & trimming	1	N
10		Sharps Removal	Needle search & disposal to property	E	N
11		Infestations	Eradicate infestations	1	N
1	SPECIALIST TRADES				
2		Stair Lifts	General repairs to Stair Lifts	E	Y
3		Passenger lifts	General repairs to Passenger Lifts	E	Y
4		Damp	Damp proofing works	2	Y
5		Alarms	General repairs to Alarm Systems	1	Y
6		Security Screening	Security Screening	E	N
1	DAYWORK	Daywork hrs	Daywork Hrs		Y
2		Daywork materials	Daywork material		Y
3		Daywork Plant & Equipment	Daywork Plant & Equipment		Y
4		DIY installations	Remove DIY installations		Y
5		Shopping	Material Shopping		Y
6		Waiting time	Waiting time on jobs		Y
7		Inclement Weather	Inclement weather		Y
8		Scaffolding	Scaffolding		Y
9		Double working	Double working (SWR)		Y

Partnering Agreement for the Provision of a Housing Responsive Repairs Service

10		Priced Work	Carry out works as quotation or tender		Y
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