

REPAIRS AND MAINTENANCE PROCUREMENT POLICY

1. PROCUREMENT STATEMENT

1.1 English Rural Housing Association is committed to procuring efficient repairs and maintenance services which meet the expectations of our residents and offer value for money. For the avoidance of doubt this policy includes services procured for reactive and planned works as well as works associated with service chargeable maintenance. Staff associated with delivering this policy objective will also need to refer to authorities within English Rural's Standing Orders and Financial Regulations document as well as reference other key business strategies and policies.

1.2 The dispersed nature of housing stock and broad mix of repairs and maintenance activity means that maintenance services will be procured in a variety of ways, with a best fit approach taken to the specific set of circumstances. English Rural has an ethos of supporting local enterprise and although not a prerequisite of procurement, this will be a key influence.

1.3 The procurement process will look to meet strategic requirements including areas of performance which will be measured and reported, this reporting process to include resident scrutiny through the involvement of the Scrutiny Panel.

2. CONTRACTORS

2.1 English Rural will aim to work with a range of external contractors to procure services which meet its needs and those of its residents. A preferred contractor arrangement will be operated and unless otherwise authorised by a Director all repairs and maintenance services will be procured from preferred contractors. A preferred contractor will be one who is considered to offer appropriate services and has supplied information requested by English Rural, which will include insurance details as well as where appropriate other financial, corporate and quality assurance information.

2.2 The preferred contractor arrangement will aim to have a broad network of contractors covering all areas where English Rural has stock. For the purpose of providing a quality service to residents the majority of these will be multi-trade, although certain work will be procured from specialist contractors where appropriate. This broad network of contractors will also help to minimise risks associated with over dependency on one specific contractor.

2.3 Because contractors will interact with residents all preferred contractors will be required to adhere to a Code of Conduct, which will help to ensure a safe, professional and quality service to residents. Preferred contractors will also be expected to respond within English Rural's published response times and to make appointments directly with residents, accommodating resident preferences so far as reasonable.

2.4 Contractor performance will be measured through resident feedback, complaints, post-inspections, cost and key performance monitoring. The latter will be recorded and reported to the Scrutiny Panel and Board of Management. The regular maintenance

meetings will provide an opportunity to address any concerns over contractor performance and also approve the addition of a new approved contractor. Any performance concerns will be addressed directly with the contractor, who will be given the opportunity to respond. English Rural will look to form a fair and positive working relationship with preferred contractors but, where persistent or serious performance concerns are raised, will terminate a contractor's preferred status.

2.5 Repairs and maintenance services will be procured by both contractual and non-contractual methods, the former being used to deal with larger scale projects and cyclical maintenance work. Appropriate contractual terms will be used and for large scale maintenance projects these will typically be Joint Contracts Tribunal (JCT).

3. VALUE FOR MONEY

3.1 Value for money will be an important factor when procuring repairs and maintenance services, although other considerations like service quality and supporting local enterprise will also play a role and although typically the lowest cost will be preferable there may be circumstances where the lowest cost service will not be selected.

3.2 Cost comparison through internal and external benchmarking will be used to identify possible efficiencies. Because of the dispersed and rural nature of English Rural's stock it is not practical to consider mechanisms such as Schedule of Rates and Partnering to secure value for money. Other mechanisms such as competitive tender, hourly rates and cost per property arrangements will be used as appropriate.

3.3 Where possible maintenance requirements and services will be packaged up to secure efficiencies of larger scale procurement arrangements. English Rural will also take an approach of standardising major property components to improve the procurement process.

Name of document:	Repairs and Maintenance Procurement Policy
Author:	Martin Collett – Operations Director
Reviewed by:	Steven Bland, Regional HM
Approved by:	Board of Management
Officer(s) responsible for implementation:	HM staff
Date approved:	25 th July 2011
Date Reviewed:	July 2013, July 2015, July 2017
Next Review date:	July 2019