

REPORT TO: HOUSING COMMITTEE – 20 MARCH 2006

REPORT ON: REVIEW OF THE STAIR LIGHTING CONTRACT

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 141-2006

1. PURPOSE OF REPORT

- 1.1. The purpose of this report is to seek Housing Committee approval to transfer the stair lighting maintenance contract to the Repairs Partnership at the end of the current contract with Hydro Electric Board.

2. RECOMMENDATIONS

- 2.1. It is recommended that Housing Committee agree to:
 - 2.1.1. Transfer the stair lighting maintenance service currently provided by Hydro Electric Board to Dundee Contract Services on 1st April 2006, the expiry date of the current contract. Dundee Contract Services will thereafter deliver the service under the Partnership Agreement for the Housing Repairs Service.
 - 2.1.2. Remit to Dundee Contract Services, in liaison with Housing and I.T. Departments, to create appropriate benchmark jobs to ensure the correct work instruction of stair lighting repairs to Dundee Contract Services and to monitor costs and performance against targets.
 - 2.1.3. Remit to the Repairs Service Management Board to monitor the performance of Job Completion and Costs for the first year that the stair lighting maintenance service is delivered by Dundee Contract Services.
 - 2.1.4. Remit to the Director of Dundee Contract Services to report back to the Repairs Service Partnership Board after the first year with a review of performance of stair lighting maintenance and repairs.

3. FINANCIAL IMPLICATIONS

- 3.1. During the 2005/06 financial year £121,304 will be spent on maintenance and repairs of the communal stair lighting within the Housing Department housing stock. However, during the course of 2005 additional costs were incurred as a result of the Hydro Electric Board's failure to attend some emergency stair lighting repairs which were subsequently carried out by Dundee Contract Services.

- 3.2. It is anticipated the cost of the service provided by Dundee Contract Services will be similar to that provided by the Hydro Electric Board.

However, as this is the first year the service will be provided by Dundee Contract Services, the costs and work performance will be specifically monitored by the Partnership.

4. **LOCAL AGENDA 21 IMPLICATIONS**

- 4.1. None.

5. **EQUAL OPPORTUNITIES IMPLICATIONS**

- 5.1. None.

6. **BACKGROUND**

- 6.1. For a number of years the Hydro Electric Board (HEB) have held a contract with the Council to undertake stair lighting maintenance and provide energy for the landlord supply of communal lighting in Council properties. The agreements are negotiated with HEB periodically and the current contract commenced on 6th March 2003.

There are ongoing problems with the quality of service from HEB in recent years, resulting in some emergency stair lighting repairs being undertaken by Dundee Contract Services. The introduction of the Partnership for the repairs service has provided the opportunity to review the HEB contract. It is proposed that the contract with HEB be brought to an end at its expiry date and Dundee Contract Services take over responsibility for all stair lighting maintenance and repairs from that date. This would bring this work into the repairs service for Housing provided by Dundee Contract Services under the Partnership Agreement. This proposal only affects stair lighting repairs. The supply of energy for the landlord supply will continue to be provided by HEB or future energy supplier.

7. **THE CONTRACT**

- 7.1. To enable the work to transfer to Dundee Contract Services it is necessary to end the current one with HEB which ends on 1st April 2006. It is recommended that the current contract lapses naturally and no further contract is negotiated with HEB.

Thereafter, Dundee Contract Services will inherit the work and undertake it as part of the existing repairs service. This requires the creation of appropriate benchmark jobs to cover the consumables and fixtures currently serviced by HEB. Repairs will then be instructed like any other repair through the repairs ordering system, via the Housing Repairs Centre or Area Housing Offices. These jobs will be prioritised as either emergency or quick-fix repairs.

The stair lighting maintenance contract covers:

- Replacement of faulty starters and fuses.
- Replacement of blown bulbs.
- Maintenance and setting of timer controls.

8. **PERFORMANCE MONITORING**

- 8.1. Since this is a new addition to the repairs service, it would be prudent to mark it out for close performance monitoring.

Therefore, it is proposed that the stair lighting be extracted from the repairs performance data (in which the stair lighting repairs will be included) for monitoring by the Performance Sub-Group of the Repairs Service Management Board for one year from Dundee Contract Services takeover. This would ensure that any teething troubles are identified early. To gauge tenant satisfaction, a question regarding stair lighting can be included in the telephone questionnaires.

9. **CONCLUSION**

- 9.1. The new Repairs Partnership has offered the opportunity to address a growing level of concern and dissatisfaction with the HEB stair lighting service by incorporating it into the repairs service delivered by Dundee Contract Services, and therefore under the control of the Partnership. The nature of the work is suitable for incorporation into the existing repairs service.

10. **CONSULTATION**

- 10.1. The Repairs Service Management Board, Chief Executive, Depute Chief Executive (Support Services) and Depute Chief Executive (Finance) have been consulted on the contents of this report.

11. **BACKGROUND PAPERS**

- 11.1. None.

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