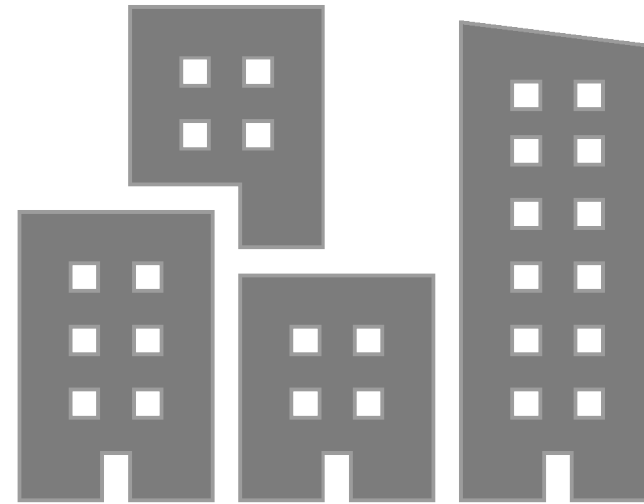




City of Westminster

Property Services Repairs & Maintenance overview





Contract Management

On a daily basis:

- Identify new issues logged on the “Out Of Hours Tracker” and undertake appropriate follow-up responses and actions with the resident and contractor
- Check the “jobs raised the previous day report” for any orders relating to insured perils, logging, monitoring and progressing all claims
- Manage and respond to requests for contract/cost variations within agreed SLA (5 days)
- Manage payment approvals for contractors (£500 or above the PPR value), selecting jobs for post inspection and ensuring that jobs selected loop into the post-inspection process
- Manage and review cancellation requests received from the contractor, where request is refused provide full details of the reason for refusal
- Proactively manage WIP in area and identify and cancel duplicate repairs. 100% of the jobs raised by a surveyor to be managed through to completion
- Check the follow on works tracker the day before the appointment to ensure the contractor is attending as agreed and confirmed with resident



Contract Management (continued)

- Provide detailed responses to all resident enquiries on the day the enquiry is received. Holding responses only to be sent where information is required from either the contractor or other teams with a date as to when a full response will be sent
- After Care/courtesy calls to ensure job done and listen to resident's feedback
- Provide detailed and timely responses to the insurance team at RBKC to defend or confirm cases as required by them, ensuring responses are given within the agreed SLA timeframe
- Confirm approval of compensation payments following Stage 1 and Stage 2 complaints as and when requested by the complaints team, within agreed SLA timeframe
- Follow the No Access for Repairs process when required, which is available on the Property Services SharePoint site; letters to be filed for auditing purposes
- Attend team, estate and resident meetings as requested (which may be outside of regular working hours)



In Dwelling Pre-Inspections

- Contact resident on day of appointment to confirm attendance and give ETA
- During inspection compile Site Audit Pro report detailing all repair issues, before leaving check email address for the resident and confirm the works that we will carry out
- Complete the pre inspection request on Orchard, providing details of what was noted during the inspection
- Issue an order to the contractor within 3 days of the inspection
- Confirm to the resident in writing (by email) the works that we have agreed, providing relevant job numbers
- Site Audit Pro report to be filed into Property Services SharePoint site
- Pro-actively manage any works through to completion including escalation of outstanding works daily to ensure job is closed and/or completed
- The day after works are completed, contact resident to ensure they are satisfied with the works
- Maintain Section 20 paperwork and insurance claims for pre inspections (refer to S20 process)



Communal inspections

- Includes the pre inspection of building structure and/or fabric of the buildings and estate grounds
- During inspection compile Site Audit Pro report detailing all repair issues
- Issue an order to the contractor within 3 days of the inspection
- Site Audit Pro report to be filed into Property Services SharePoint site
- Pro-actively manage any works through to completion
- Complete post inspection of the works within one week of completion
- Carry out joint inspections each week with the allocated Housing team and track outcome
- Maintain Section 20 paperwork and insurance claims for inspections
- Observe what works can potentially be included in a wider programme of works and referred to the Asset Strategy team
- Be visible on estates, spend more time out of the office, getting to know your residents and blocks
- Aftercare monitoring/calls to residents/RA representatives to ensure works are communicated and closed down
- Attend with Housing Management at Estate Walkabouts, Resident Association meetings / resident surgeries
- Represent Property services at out of hours estate events - estate open days, Community/Summer Fayres



Post Inspections

- Post Inspections for In Dwelling and Communal areas are identified via the Payment approvals, Complaints Process or as requested
- Compile a Site Audit Pro report for each post inspection completed
- Complete the results of the post inspection on Orchard
- Where the works are not to the required standard issue a recall to the contractor
- Manage the Recalled works through to satisfactory completion, arranging to post inspect the newly completed works
- Site Audit Pro report to be filed onto Property Services SharePoint site



Complaints

- Complaints are defined as either Stage 1, Stage 2, Cllr or MP enquiries
- Check daily for incoming complaints and Cllr / MP enquiries
- Contact the resident for all Stage 1s and Stage 2s and arrange to visit. Record the works using Site Audit Pro and complete info on Orchard
- Raise an order to the contractor on Orchard and ensure an appointment for the works is recorded and confirmed to the resident
- Confirm the scope of works and appointment dates with the resident. Book in the work with the term contractor (raising the order)
- Confirm the scope of works and appointment dates with the resident. Follow up the works on the day and post inspect if the resident requires
- All follow-on works must be managed and tracked by the surveyors and signed off
- File the Site Audit Pro reports into the Property Services SharePoint site under 'Complaints' section
- Add the works to the follow on works tracker and monitor progress ensuring no actions remain outstanding and updates requested are provided
- Provide a written response to the complaint within the agreed SLA, either by using the letter template (for Stage 1 and Stage 2) or in a suitable format via email to the appropriate team for Cllr and MP Enquiries. File responses on the SharePoint Site as outlined above.

Housing Ombudsman Enquiries



- As and when requested provide copies of all correspondence, Site Audit Pro reports and telephone logs to and from the resident regarding the specific issue that the Ombudsman is investigating
- Check the link that is sent to the case file to make sure you have access
- Provide the repairs history in spreadsheet format with all supplementary notes to and from the contractor included, completion dates etc.
- Provide a Word document with the hyper-links to any photos taken by the contractor – together with related job numbers
- All information to be provided within agreed SLA / timeframe and saved into the appropriate & corresponding folder in the Case File

Case Management



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- For high profile, complex repairs and disrepair cases the Senior Surveyor will appoint themselves as the lead case handler
- Senior Surveyor will contact the resident to advise that they are dealing with their case and will provide their contact details
- Arrange an inspection of the home and prepare a condition schedule of all rooms together with pictures highlighting all defects, and ensuring that the information provided is of a high standard
- Full details of the case will be entered onto the Case Management tracker
- Senior Surveyor will assess whether input from any other teams is needed and working collaboratively will ensure that all information required is collated and disseminated within target time
- Arrange weekly meetings between all stakeholders, including the contractor, to discuss progress and highlight any issues that need resolving
- Update case progress and any blockages on the Case Management tracker
- Where assistance is required from an external agency i.e. Social Services, OT etc., arrange a case conference
- Senior Surveyor will closely manage the repairs to the home by obtaining daily updates from the Contractor's supervisor and by contacting the resident daily either by telephone or by visiting in person to inspect the works that have been completed
- On the final day of works, the Senior Surveyor will attend the home to post-inspect the works, compile a Site Audit Pro report together with photos so that we have records of before and after
- File Site Audit Pro report in the Teams SharePoint site and close down the case on the Case Management tracker



Section 20 - Explanation

- Repairs that are required to be carried out to communal areas (roofs, windows, building fabric repairs) can be subject to a section 20 limit for all blocks which have leaseholders.
- A section 20 notice (S20) is a notice to tell our leaseholders that the council intend to carry out work or provide a service that leaseholders will have to pay towards.
- In turn the Council must serve a S20 notice on any leaseholder who will be affected by the work or receive the service.
- Once the value of the work has been estimated and the leaseholder liability calculated, a repair going through the S20 process will be subject to the following time lines,
 - A) 2 weeks to prepare costs and notices to be issued
 - B) 6 weeks consultation issue of the notice to leaseholders
 - C) 2 weeks formal sign off of notice
- No works can commence in this period without an application to the first tier tribunal for a waiver to commence works in the section 20 period.



Section 20

- Check S20 repairs limit for the block before agreeing works
- Where communal works exceed the S20 repairs limit, complete the S20 referral form, providing full details of the works required, including the scope and specification, costs and estimated timescale of works once S20 has been approved
- Submit S20 form to the Lessee Services and obtain the estimated sign-off date
- Confirm to Morgan Sindall by email that the works are subject to S20 and provide the estimated sign-off date to them
- Update the resident most affected by the works of the reason for the delay and estimated sign-off date
- Add S20 information to the Area Teams S20 tracker on the Property Services SharePoint Site to aid visibility of outstanding Variations
- Once approval to proceed has been given by Lessee Services, agree variation and instruct contractor to proceed with the works. Update the resident most affected by the works of the date works are to commence