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**Meeting:** HOUSING MANAGEMENT  
ADVISORY BOARD (HMAB)

**Agenda Item:**

Portfolio Area: Housing, Health and Older People

**Date:** 20 November 2018

## **MAJOR REFURBISHMENT CONTRACT (MRC)**

### **NON-KEY DECISION**

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#### **1. PURPOSE**

1.1 The purpose of this report is to provide information on the Major Refurbishment Contract (MRC) for the period 19 July 2018 to 08 November 2018.

1.2 This is not a key decision because it is for information only.

#### **2. BACKGROUND**

2.1 The SBC delivery team has been working very closely with Mulalley and Wates over this past 6 months to develop our processes and procedures to ensure robust management of the MRC programme. Past lessons were taken into account and we are confident that we now have the basis for a successful contract delivery.

#### **3. MRC UPDATE**

3.1 Pilot works have gone well and the quality of works from both contractors has been to a high standard.

3.2 Our biggest challenge so far comes from UK Power Network (UKPN) who have no obligation to SBC or its contractors and are not working to the pace that we would like, which is unfortunately causing some delays to the programme. We are working closely with UKPN to plan ahead for future years in order to minimise any further delays, but expect this could be an issue for the next 6-12 months or so while we get them to play catch-up and then hopefully to start working ahead of the programme.

3.3 We have had to extend the duration of works at Southend Close as we have recently noted structural issues on the chimney stacks which were not identifiable from ground level when the blocks were surveyed. This means that the duration for the scaffold being in place is longer than expected while

the chimneys are demolished, which residents may become unhappy about. We will be attending a coffee morning, writing to all tenants next week and offering face to face discussions to explain these unforeseen circumstances. The lesson learned from this experience is that we should inform residents prior to works that programme durations may be extended if we encounter unforeseen building defects after works commence.

- 3.4 Executive approved the addition of garage refurbishment works to the MRC contract at the October Executive. This will allow works to be planned and coordinated efficiently and offers economies of scale with the rates. Pilot works to garages are due to commence January 2019.
- 3.5 Following what is considered to be a very successful mobilisation period we are now ready to progress with works to the remainder of the year one programme. This means that productivity will increase significantly over the next 2-3 months. Officers will monitor progress, quality, communication etc. very closely during this time and for the remainder of the contract.