

## **HFI Repairs consultation – Frequently asked questions and answers**

**Islington Council have a contract with Kier Islington to provide a repairs and maintenance service which ends in October 2010. Homes for Islington (HFI) manages the contract. HFI are about to invite companies to bid for new contracts to provide these services.**

**These notes give you more details of this proposal.**

### **1. What are responsive repairs and maintenance services?**

Responsive repairs are the day-to-day repairs, they are also maintenance and improvements are carried out to the Council's housing and estates. The vast majority of responsive repairs are carried out inside properties with Council tenants, so these are not recharged to leaseholders.

But there are some responsive repairs, maintenance or improvements which do relate to the exterior or fabric of the building, to the communal areas, or to estate roads and paths, or to communal services and facilities. As a leaseholder you contribute to the cost of repairs, maintenance or improvements like these through the block and/or estate repairs element of your annual service charge.

### **2. Can I buy repairs services direct from the new contractors?**

We are looking for any new contracts to offer optional internal services in addition to the external repairs and maintenance services .

### **3. What is happening to the current repair contract?**

The current service is provided by Kier Islington and this contract will end next year. The new contracts would start from October 2010. The contract terms with Kier Islington mean that it cannot be extended or renewed.

### **4. Can Kier Islington bid for the new contract(s)?**

Kier Islington was set up to run this contract and will not exist after the end of their contract. But their parent company, Kier Building Services, will be able to bid for any of the contracts.

### **5. Will local contractors be able to bid?**

Yes, if they are capable of carrying out the contract. EU competition law strictly prevents Hfl from favouring any particular company or discriminating in any way other than on the basis of best value.

### **6. Are residents involved in the process of selecting the contractor(s)?**

A customer panel has been appointed to ensure tenants and leaseholders to take part in the process. The panel includes resident board directors, representatives from the area housing panels, also a resident who joined from our Resident Involvement Register.

We are also legally obliged to carry out consultation with leaseholders, which is now happening. You will be formally consulted on the proposed contractor(s) at the

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second stage of this consultation process. We have to look at and include any leaseholders' observations.

### **7. Can I contact the residents' panel to give them my views?**

If you write or email your comments to [Thomas.Gillham@homesforislington.org.uk](mailto:Thomas.Gillham@homesforislington.org.uk), we will pass these on to the chair of the consultation panel.

### **8. How can HFI stop high levels of sub-contracting?**

HFI intends to divide the programme of work into a number of contracts to encourage competition, and making it easier to get bids from small and medium sized companies as well specialists.

### **9. How will the contractor(s) be selected?**

There will be an evaluation panel made up of senior HFI officers, residents and independent technical experts. Decisions will be made on the basis of both price and quality. As part of the tendering process, contractors will have to show how they will engage with residents to develop services that meet their needs.

### **10. When would the contracts start?**

The contracts are intended to start from the end of October 2010. They would run for four years initially, with an option to extend up to a maximum of ten years if performance criteria are met. This consultation relates to the whole of the possible ten-year period.

### **11. Where will I be able to see the notice or advert?**

You will be able to see the advert when it is published on the Official Journal of the European Union (OJEU) website, which is [www.ojec.com](http://www.ojec.com)

### **12. What is the timetable for the selection and appointment of the contractor(s)?**

August 2009	Advert appears in OJEU. Pre-qualification questionnaire sent to companies expressing an interest
October - November 2009	Tender panel shortlist and invite formal tenders
January - March 2010	Tender panel involved in evaluation of tenders received
April 2010	Second stage of leaseholder consultation
May 2010	Provisional award of contracts
June 2010	Enter into new contracts
End of October 2010	New contracts start

Please note this timetable is provisional and may be subject to change at Hfl's discretion.

### **13. What if I have a current repair or maintenance related service query?**

Please contact our call centre, **HFI Direct 0800 694 3344**.