

# Cyclical Repairs and Decorations Contract Resident Input

**Overview of Input from West Kent Residents**

A diagram of a service

Description automatically generated

**Workshops and Feedback**

* All residents were invited to provide responses on a number of questions relating to the Cyclical Repairs and Decorations contract where they could give feedback on the current contract, and what they would like the new contract to offer.
* The residents were split up into three groups based on property type and asked specific questions relating to their situation. These groups were:

1. Blocks - Those living in a flat, apartment, or maisonette,
2. Streets - Those living in a house or bungalow.
3. Garages - Those renting a garage.

* The following general questions were asked in relation to what residents considered to be key requirements, for ensuring a good and reliable service was provided for cyclical repairs and decorations:

1. Frequency of Work
2. Colour Choice
3. Additional Important Considerations
4. Additional General Considerations and Comments
5. Resident Satisfaction

**Biggest Issues and Concerns**

All of the feedback from the surveys was collected and reviewed. The following items are just some of the areas West Kent decided to focus on as part of the new contract:

|  |  |
| --- | --- |
| **Consistency** | Operative behaviour and Code of Conduct, Post Inspections |
| **Frequency** | How often works are completed, Setting a West Kent Standard |
| **Communication** | Notification of Attendance Dates, Resident Liaison Officer |
| **Monitoring** | Booking of Attendance, Photographic Evidence, Inspection Process, Audits |
| **Accountability** | Customer Satisfaction Surveys, Resident Liaison Officer |

*You Said, We Did:*

All of these items will now be included within the new contract so that Contractors will be aware of what West Kent expects.

**Frequency of Work**

Residents provided good insight into what they considered important in relation to the frequency of the cyclical repairs and decorations on the new contract. They suggested:

* Blocks
  + Not often enough – 42%
  + About right – 39%
  + Too often – 1%
  + None of the above – 18%
* Streets
  + Not often enough – 58%
  + About right – 32%
  + Too often – 0%
  + None of the above – 10%
* Garages
  + Not often enough – 43%
  + About right – 38%
  + Too often – 0%
  + None of the above – 19%

The frequency of works was generally agreed to be *about right* or *not often enough*, with not enough having the slight edge in blocks and garages but being significantly more responses for houses. Whilst not conclusive, the very low agreement with *too often* does point to residents wanting more works completed.

*You Said, We Did:*

The frequency of the cyclical repairs and decorations works can be adjusted to meet West Kent requirements as part of the tender specification. Additionally, the information provided as part of these surveys will go on to influence the Estate Services Review being carried out in 2024, as well as being passed on to the Asset Management team who provide the annual programmes.

**Colour Choice**

West Kent cyclical repairs and decorations have previously been carried out on a like for like basis. This means that if walls, doors, windows, handrails, etc are a particular colour, the redecoration will use the same colour. We were concerned that residents were not getting the choices that they may like. This was questioned as part of the resident engagement survey for this tender to see whether, if choices were available, residents would like the ability to make a selection.

* Blocks
  + Previously painted external brickwork / render – Yes 46%
  + Internal communal areas (windows and doors) – Yes 57%
* Streets
  + Previously painted external brickwork / render – Yes 53%
  + External timber (windows and doors) – Yes 58%
* Garages
  + Exterior colour – Yes 31%

*You Said, We Did:*

Whilst not conclusively in favour of colour choice, with over 50% of residents who responded suggesting they would like a choice of colour rather than like-for-like redecoration, we will include the requirement within the tender for residents to be provided a colour choice. However, given how tight the results were and the increase in cost if unlimited choice is offered, West Kent will be suggesting a limited colour palette is offered. Within communal areas, we will be suggesting that the majority choice is used, or if a majority cannot be achieved, the redecoration will be like-for-like.

**Additional Important Considerations**

Residents were provided with a number of choices to advise what they felt West Kent should look at as the most important considerations when planning the cyclical repairs and decorations work. The top three for each situation are listed below:

* Blocks
  + 1 – Decoration is long-lasting
  + 2 – Being kept updated
  + 3 – Cost effective
* Streets
  + 1 – Decoration is long-lasting
  + 2 – Being kept updated
  + 3 – Choice of colours
* Garages
  + 1 – Being kept updated
  + 2 – Decoration is long-lasting
  + 3 – Cost effective

*You Said, We Did:*

Making sure that the redecoration works to properties is long lasting is very important to residents. West Kent will work on the painting specification with AkzoNobel, the manufacturer of Dulux paint, to make sure that the paint used is as long lasting as possible. The contractor will be provided the specification and the work post inspected by the contractor supervisor, West Kent and AkzoNobel.

Another important consideration is that residents are kept updated as to when works are being completed. The new tender will now include the requirement for the contractor to employ a Resident Liaison Officer who will work with West Kent and Residents to make sure that everyone is updated.

West Kent always requires that tenders received for contracts are cost effective. We will require that costs for all works completed as part of the cyclical repairs and decorations contract are received in the Schedule of Rates format scored and agreed as part of the tender evaluation.

West Kent will include a requirement for colour choices to be provided to residents where appropriate.

**Additional General Considerations and Comments**

Residents were provided with free text boxes to provide additional comments about the cyclical repairs and decorations works. These were reviewed and the those raised most frequently, and relevant to the works being surveyed, are listed below:

* uPVC gutters, fascia and soffits need cleaning.
* Gutters need to be repaired.
* Graffiti needs to be removed.
* Painters need to clean up after themselves.
* Painters need to be courteous.
* The quality of work needs to be better.
* Maintenance needs doing.

*You Said, We Did:*

We will include the following requirements as part of the specification:

* uPVC to be cleaned.
* Gutters to be repaired.
* Graffiti to be removed.
* Contractor required to clean up after works are completed.
* Contractor will be required to sign up to West Kent’s values.
* Contractor to be a member of an approved painting and decorating trade body as well as being an approved Dulux contractor. Operatives to sign up to West Kent’s code of conduct and behave appropriately. Customer satisfaction surveys on completion of works.
* Repairs required to previously painted surfaces, such as timber repairs, repointing of brickwork, render repairs, etc, are to be completed before redecoration is started.

**Resident Satisfaction**

Resident satisfaction with the current cyclical repairs and decorations contract was broken down by group as follows:

* Blocks
  + General satisfaction – 48%
  + Satisfaction with internal decoration – 52%
* Streets
  + General satisfaction – 58%
* Garages
  + General satisfaction – 30%

Whilst satisfaction is generally poor overall, which we are very concerned about, it is suggested that this is likely related to the additional general considerations and comments provided by residents above.

*You Said, We Did:*

We will ensure that customer satisfaction surveys are completed after works are completed. Poor satisfaction will be seen as a complaint to be investigated and resolved by the Resident Liaison Officer and West Kent.

**Next Steps - Evaluation Process**

* Residents will be invited to take part in the quality evaluation for the new contract. This includes social value.
* All contractors provide responses to a number of technical questions. The questions provide proposals and commitments from each contractor for how West Kent’s cleaning contract will be run successfully.
* Each question will focus on a key area of the contract and will be scored by every marker.
* At the end of the quality evaluation, each contractor receives a total score for quality and social value. These are then added to the score for their prices.
* The contractor with the highest score will be successful.