

## **Outline Brief**

Roupell Park Resident Management Co-operative (RPRMC) is looking to provide a comprehensive and coherent estate based maintenance service, including an on site presence (handy person service) and multi trade access to a range of work types. In addition, Wellington Mills TMO has confirmed they wish to be part of the arrangement and two other TMO's have registered interest.

The two organisations are located on Brixton Hill and Kennington, Lambeth and manage 575 and 50 properties respectively.

The Project Group is currently looking at a three Lot model for the provision of these services;

- Lot 1. Gas and Electrical works
- Lot 2. Voids and additional small works packages
- Lot 3. General Repairs (including a handypersons service).

Potential partners will be invited to bid for any combination of lots, with contractors invited to demonstrate the efficiencies they can generate by delivering a comprehensive service.

Both organizations are responsible for minor repairs less than £5K and higher value small works packages. The two organisations together spend in the region of £350K per annum on these works. They are also looking to develop an extensive planned maintenance programme as well as commissioning minor projects through the contract.

Before tendering, we wish to get the market view and undertake a short telephone interview with potential suppliers who have a track record of delivering resident focused repairs services. We would welcome your views on service design, sub-contracting and supply chain issues and procurement including forms of contract and procurement route. Please contact [asternberg@lambeth.gov.uk](mailto:asternberg@lambeth.gov.uk) via e-mail to arrange a time to talk.

## **Background Roupell Park**

Roupell Park Resident Management Co-op (RPRMC) is responsible for the management of the Roupell Park Estate on behalf of Lambeth Council under the terms of a management agreement.

Roupell Park comprises 575 properties, 570 flats and maisonettes plus 5 houses. Of these properties 407 are tenanted, 165 are leasehold and 3 houses are freehold. The flats vary in size from 1 to 3 bedrooms although the majority have 2 bedrooms.

The flats are predominantly in blocks built in the late 1950's but some blocks were constructed in the early 1970's. The blocks are predominantly of 7 stories. There are extensive grounds on the estate, which are maintained under a separate contract. However there are estate roads that are the

responsibility of RPRMC along with associated lighting although other roads remain the responsibility of the Council.

Following an audit report in early 2014, RPRMC has carried out a large amount of work to improve internal policies and procedures in relation responsive repairs and procurement. They have also regularised the position with their suppliers and TPC2005 contracts are now either in place or in the final stages of negotiation for the majority of maintenance activities. These expired on 31 March 2015 with the option to extend for two further periods of one year. The first of these has been exercised.

RPRMC also employ a small DLO, which provides a vital and highly regarded estate based responsive service consisting mainly of plumbing and general maintenance works. The nature of the service means that is highly flexible and responsive.

In addition to day to day maintenance, voids and electrical works carried out by three main contractors, RPMC also has gas servicing and repairs to 120 properties as part of a separate contract and the Out of Hours service provided by Lambeth council.

The total value of these works is in the region of £300k pa. Work is currently being undertaken to analyse this into the various repair categories – Emergency, Urgent and Routine and by trade, as well as quantifying Out of Hours, Day to Day, voids and work allocated to the DLO.

Overall, the repair service is highly regarded by residents, and a number of the contractors have built up good working relationships with staff and residents alike. The board of RPMC now wish to simplify their arrangements and move to one supplier, if possible, providing all of their maintenance requirements. This will include options for Out of Hours, gas servicing, and possibly an estate-based service, as there will be TUPE implications for the existing DLO.