

Stevenage Borough Council Major Refurbishment Contract (MRC)

Leaseholders Briefing

12/09/2018



Introduction to Session & Housekeeping

**Welcome from Paul O'Donnell – Capital
Programme Manager**

Participant's Introductions



Agenda

- Overview of the MRC
- Works included under the contract
- Five year programme
- What we will achieve
- Approach to communication
- Challenges
- What we have done so far
- Quality management
- Questions

MAJOR REFURB CONTRACT (MRC)

We need to invest in our purpose built general needs and supported housing, low and medium rise blocks of flats (“Flat Blocks”)

There are 545 such blocks across the Borough,

Residents, leaseholders and commercial leaseholders will benefit



MAJOR REFURB CONTRACT (MRC)

- Circa £45m Project
- Five exceptionally high quality tenders received
- Contract awarded to Wates and Mulalley
- Highest scoring bidders for both price and quality
- Works to be delivered over 5 years commencing August 2018

Works under this contract (MRC)

External works:

- Roofing and associated details
- Replacement of windows and external doors
- Structural repairs and alterations
- Insulation measures including external wall insulation, cavity wall insulation and loft insulation
- Replacement and repair of fencing, retaining walls and paving
- Making good to communal garden areas

Works under this contract (MRC)

Internal (Communal) works:

- Rewiring to the communal areas of all blocks
- Provision and/or replacement of door entry systems where suitable
- Provision of new modern and fit for purpose block signage
- Redecoration works and replacement floor and ceiling finishes
- Repairs to staircases, external walkways and other ancillary items

Five year programme (subject to change)

POLITICAL WARD	MRC YEAR
OLD TOWN	2018/2019
ROEBUCK	2018/2019
LONGMEADOW	2018/2019
SHEPHALL	2019/2020
BANDLEY HILL	2019/2020
SYMONDS GREEN	2019/2020
WOODFIELD	2019/2020
BEDWELL	2020/2021
CHELLS	2020/2021
MANOR	2020/2021
PIN GREEN	2020/2021 / 2021/2022
MARTINSWOOD	2021/2022 / 2022/2023
ST NICHOLAS	2021/2022 / 2022/2023

WHAT WE WILL ACHIEVE (MRC)

Well maintained and desirable stock ✓

Improved aesthetics ✓

Improved energy efficiency and thermal comfort ✓

Improved security and building safety ✓

Reduced maintenance and operating costs ✓

Employment creation and a lasting legacy ✓



Approach to communication

Prepare **block specific 'packs'** with photos that outline the works required to each block.

Manage Section 20 Leaseholder consultation process, through engagement and attendance at leaseholder consultation events and provision of detailed works information including associated costs

Conduct **joint site visits** with residents who wish to attend, to go through in detail the works that are proposed for their blocks (all blocks)

Hold **meetings, surgeries and open events** for residents to attend with SBC staff and also the appointed contractors.

Provide residents with regular updates on works happening in their block and area

Invite residents to sit on **Steering Groups** to aid in the decision-making processes of managing the contract.

Some of our challenges

Working with residents
in occupation

Managing the volume
of queries etc.

Parking and location of
site setup

Private spaces created
in communal gardens

Delivering the
programme in budget

Maintaining consistent
standards

Satellite dishes

Staff retention

Improvements

Electrical switchover

Scaffolding

Ongoing maintenance

Leaseholder recharges

Commercial recharges

Communication

Managing expectations

Public safety

Access

What we have done so far

- Developed mobilisation plan
- Progressed with project mobilisation activities
- Developed survey and design process
- Developed management and reporting protocols
- Identified and commenced works on pilot properties

Quality management

- Dedicated project team comprising qualified and experienced Project Managers and Building Surveyors
- Formal quality management protocols
- Measured using key performance indicators (trends will be analysed and learning outcomes recorded/tracked)
- Contractors are both ISO-9001 accredited
- Council Building Surveyors to determine proposed scope of works
- Residents to be consulted on proposed works (residents pack provided/consultation events/formal S20 consultation)

Quality management

- Consideration given to feedback and amendments to proposed scope if required
- Management panel to approve proposed scope and issue works order
- Council to undertake key stage inspections of works in progress and will operate a 100% post inspection regime for completed works
- 12 month defect guarantee period (monitored and performance measured)

Questions

