



Member Presentation

Property Maintenance Services to Bolsover District Council

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Introduction

- We have a very committed team who work hard to deliver an excellent repairs service.
- There are a number of parts that have to work together seamlessly and I'll break these down and give you some facts and figures
- Work closely with Housing Management colleagues to ensure homes are well maintained.

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Service Leaders

KATIE WALTERS
HEAD OF PROPERTY SERVICES



ANDREW CLARKE
HEAD OF PROPERTY (REPAIRS & MAINTENANCE)



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Tenants/Customers

- Tenant Involvement
- RANT
- Tenant Satisfaction
- Social Housing regulation bill - Implications



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Inspection Team

- Inspection team consists of 4 Repair Coordinators with a wealth of experience in property maintenance.
- Complete x number of repair inspections per year , offering tenant’s appointments where required.
- Wider job role includes;
 - supervision of workforce and contractors
 - inspection of tenanted and void properties
 - dealing with tenant recharges and tenant improvements.
- Work closely with Housing Management colleagues on enforcement matters.



Paul Machin

Bolsover Area



Dan Barley

Clowne Area



Mark Strong

Shirebrook Area



Mick Packwood

South Normanton

Repairs Planning & Innovation Team

Planning team consists of 3 Repair Planners
 Innovation team oversee electronic systems
 Link between the tenant and the service
 Electronic systems utilised to schedule jobs and track progress.
 Number of jobs planned day, week, month, annually



Service Delivery

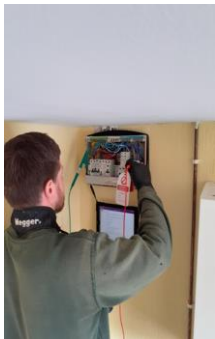


Resource utilised across void & responsive repairs;
 46 trades people and 4 Apprentices
 48 vans, all equipped with plant and materials.
 Typical jobs completed range from tap washers to new kitchens & bathrooms; radiator repairs to new heating systems; replacing electrical switches to full property rewire.



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Compliance team



Areas covered – Gas, Electrical, Legionella, Fire Safety, Asbestos, etc

Emerging areas FRA, Legionella



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Our Own Managed stores

Managed Services Store for our sole use.

All materials stocked to meet our needs.

Deliveries to properties

In excess of £1.5m spend per year.

Profit share agreement and Social fund delivering benefits back to the Council and communities.

Travis Perkins (TP)



Capital schemes



Bramley Vale

Planned to start April 2024.

The work will be carried out over a phased period of 3 years.

The approved works are all external upgrades, and you will not be required to move out of your home.

The approved works are as follows:

- External wall insulation
- Facia and Soffits
- Windows



Next Steps

