

Overarching Policy & Strategic Approach

Colm McQuillan

Director Housing Services

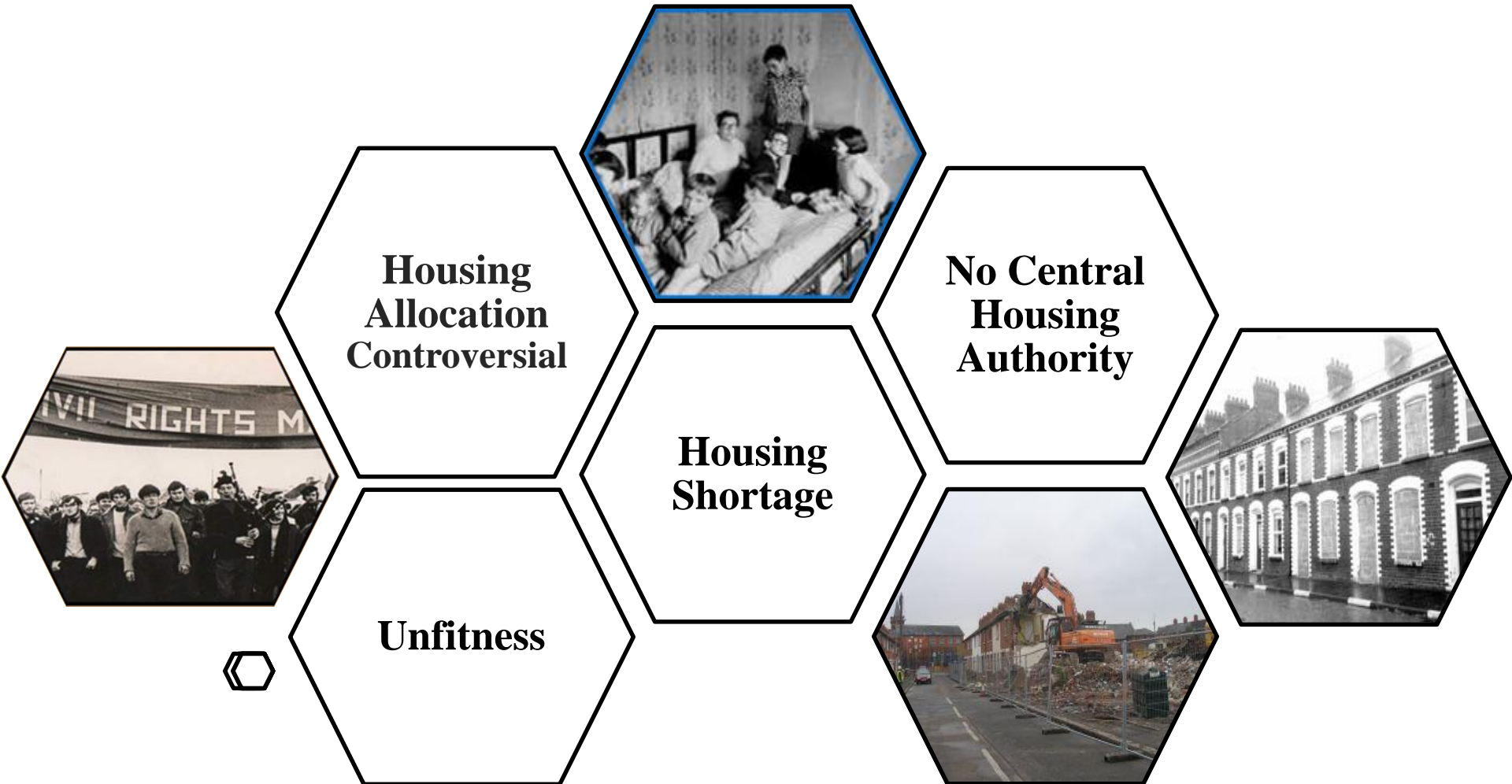
Housing Practitioners Conference

26th May 2017

Background & Context



Housing Issues prior to 1971



Setting Up the Housing Executive

- Established 1971, merging 65 local authorities & housing bodies
- Backdrop of violence & civil unrest
- Political Representatives role moved to N Ireland Housing Council
- A new comprehensive housing authority
- Strategic function across all housing tenures
- Largest public sector landlord in UK

Delivering Today



Housing Executive Internal Structure

Board (10 representatives)

Chief Executive

**Director of
Corporate
Services**

**Director of
Regional Services**

**Director of
Housing Services**

**Director of Asset
Management**

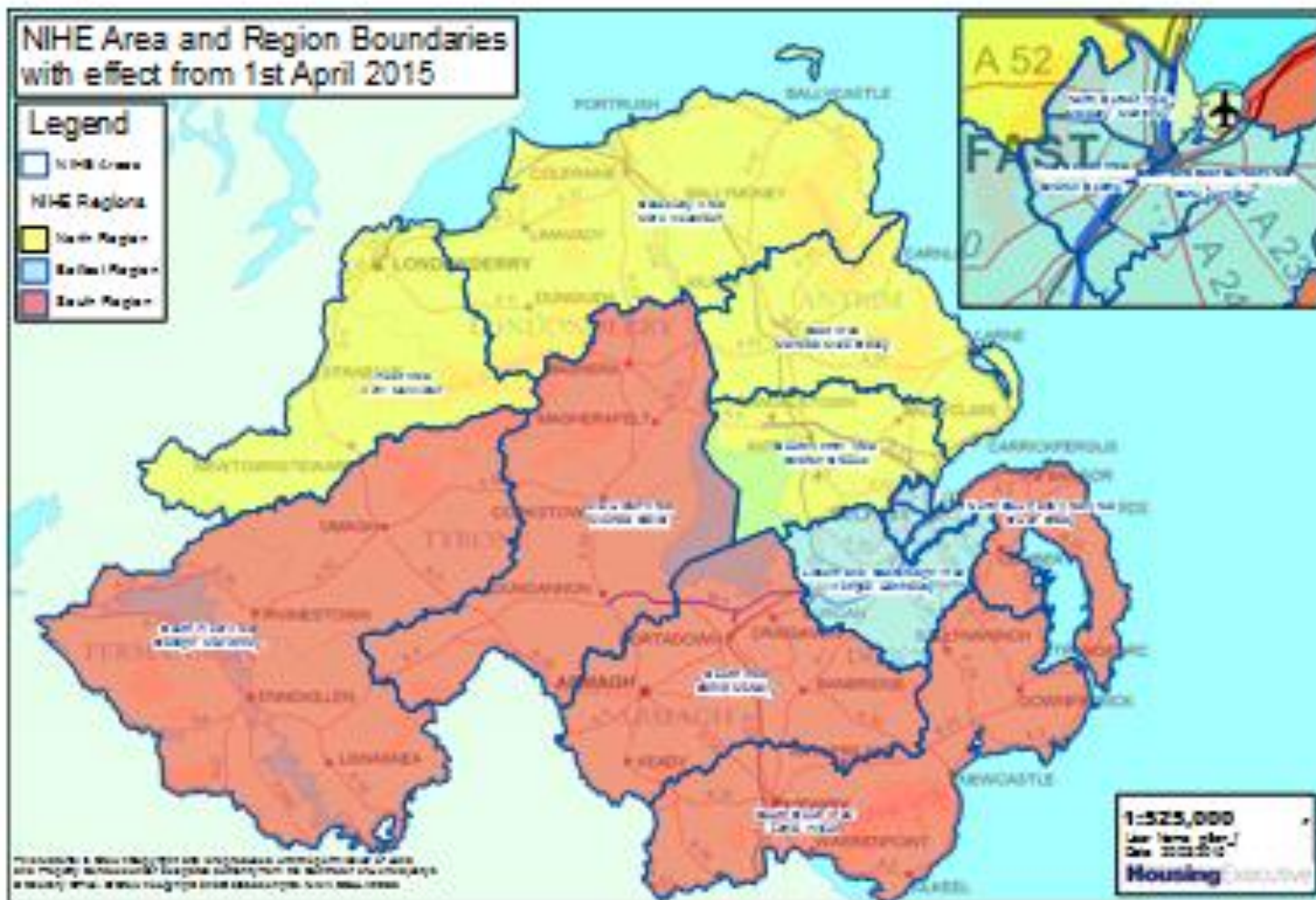
**Director of
Finance**

3 Regional Offices

13 Area Office

32 Local Outlets, 7 Accounts Units, 5 CSUs, Housing
Support and Solutions Team

Region & Area Boundaries

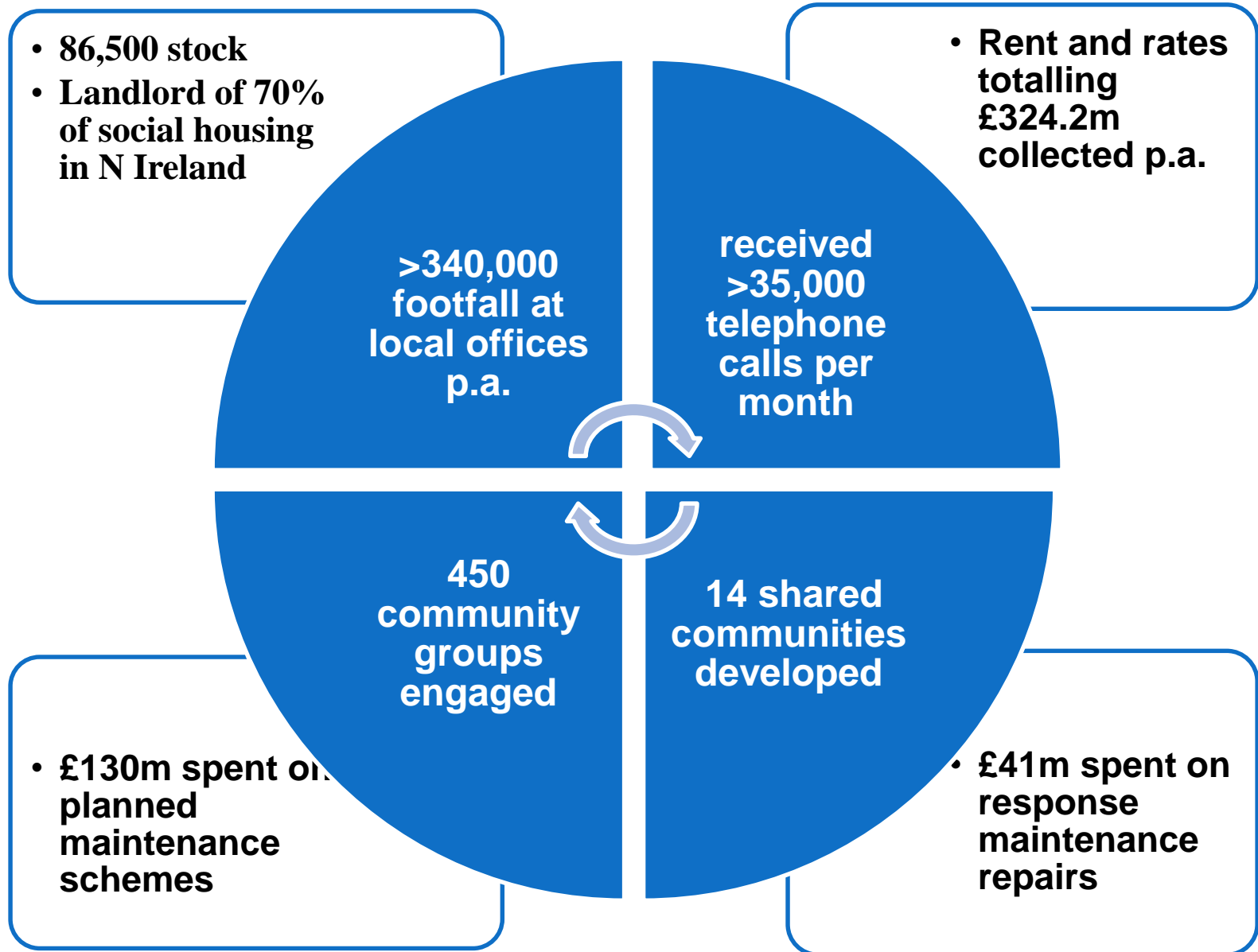


Landlord Services



- **Objective 1-** Delivering quality services
- **Objective 2 -** Delivering better homes
- **Objective 3 -** Fostering vibrant communities

Scale of Landlord Business 16/17



Our Maintenance Contracts & Improvement Services

Contract for Maintenance & Improvement Services 2016/17

Procurement Strategy

- To deliver a “Best in Class” customer focused service
- Larger Contract Lots (6) + DLO Areas (previously 25)
- Length of Contracts 4+3+3
- Works Content – Core & Discretionary – **Potential Value £1.1BN**
(Does not include Heating Maintenance Servicing & Installations)
- Quality 60% : Price 40%
- **Contracts Awarded June 2016 live across all lots September 2016**

Contract for Maintenance & Improvement Services 2016/17

- Real Time IT working
- First Time Fix
- Greater Roles of Tenant Liaison
- Inclusion of Social Enterprise
- Increased working hours to include evenings and Saturdays
- Fewer repair priorities (No Immediate Call Out Category)

Contract Lots Details

Region	Lot	Domestic Stock (approx.)
Belfast	Lot 1: Belfast Region 1 Lisburn/Castlereagh Area	5,427
	Lot 2: Belfast Region 2 South & East Belfast Area	9,859
South	Lot 3: South Region 1 North Down/Ards Area & South Down Area	11,819
	Lot 4: South Region 2 South Area (less Craigavon), Mid Ulster Area & South West Area	11,451
North	Lot 5: North Region 1 East Area & South Antrim Area	12,472
	Lot 6: North Region 2 West Area & Causeway (less Coleraine)	12,739
DLO	North Belfast, West Belfast including Dairyfarm, Craigavon, Coleraine	23,591

Scope of Services

- Core Works
 - Responsive Maintenance (£45M spend)
 - » **Emergency Works (ordered at any time)**
 - » Major Works (Ad-hoc)
 - » Communal Mechanical and Electrical Works (Low/Medium Rise only)
 - Minor Disabled Adaptation Works
 - Void Property Works (*including Void security*)
 - Major Works, External Cyclical Maintenance (Planned Works anticipated start date May 2018)

Design & Build Approach

Scope of Services

- Discretionary Works (***May 2018***)
 - Major Works – Planned Maintenance
Including;
 - Kitchen
 - Bathroom
 - Rewire

Design & Build Approach

(Tendered All In Rates for these items)

Importance of Voids In Contract

- Revision of Void Categories for Completion of Works – Reduced task completion times
- All in tendered rates for kitchens/bathrooms rewires
- Introduction of 2 stage void process where possible
 - 24Hour Category for H&S/Clean etc.
 - Works to be done after tenancy commencement.
- Low Service Damages -Void Completion KPI
- Delay Damages for void – rent/rates charge

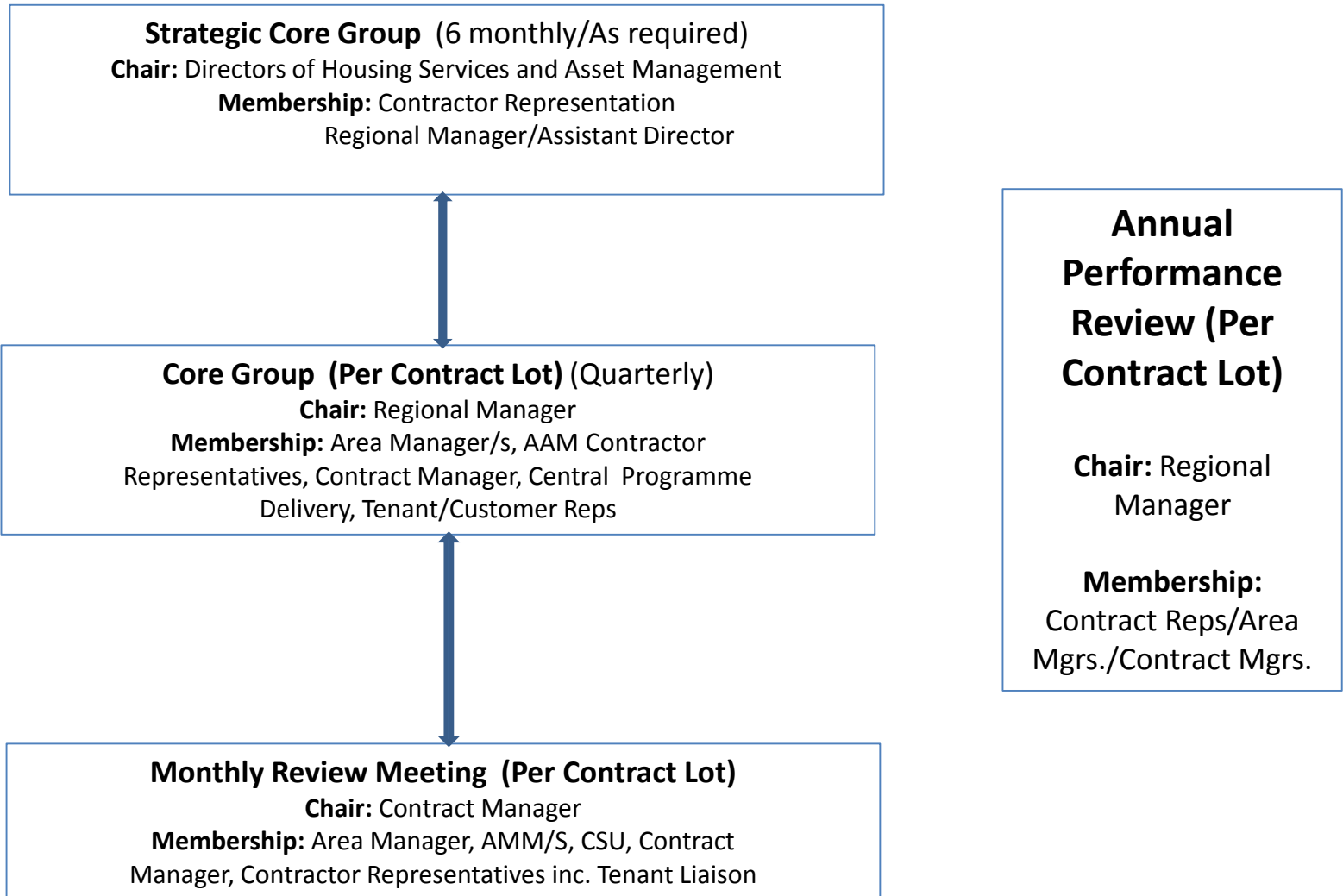
Social Enterprise

There are two social enterprises:

- to deliver clearance of former tenants belongings and have a high level recycle of these items for use of new tenants
- to deliver an additional housing orientated function, this function will be developed by the Contractor (to be confirmed after contract award)

These commitments should be met within 18 months

NIHE Contract Management Structure for Maintenance & Improvement Services

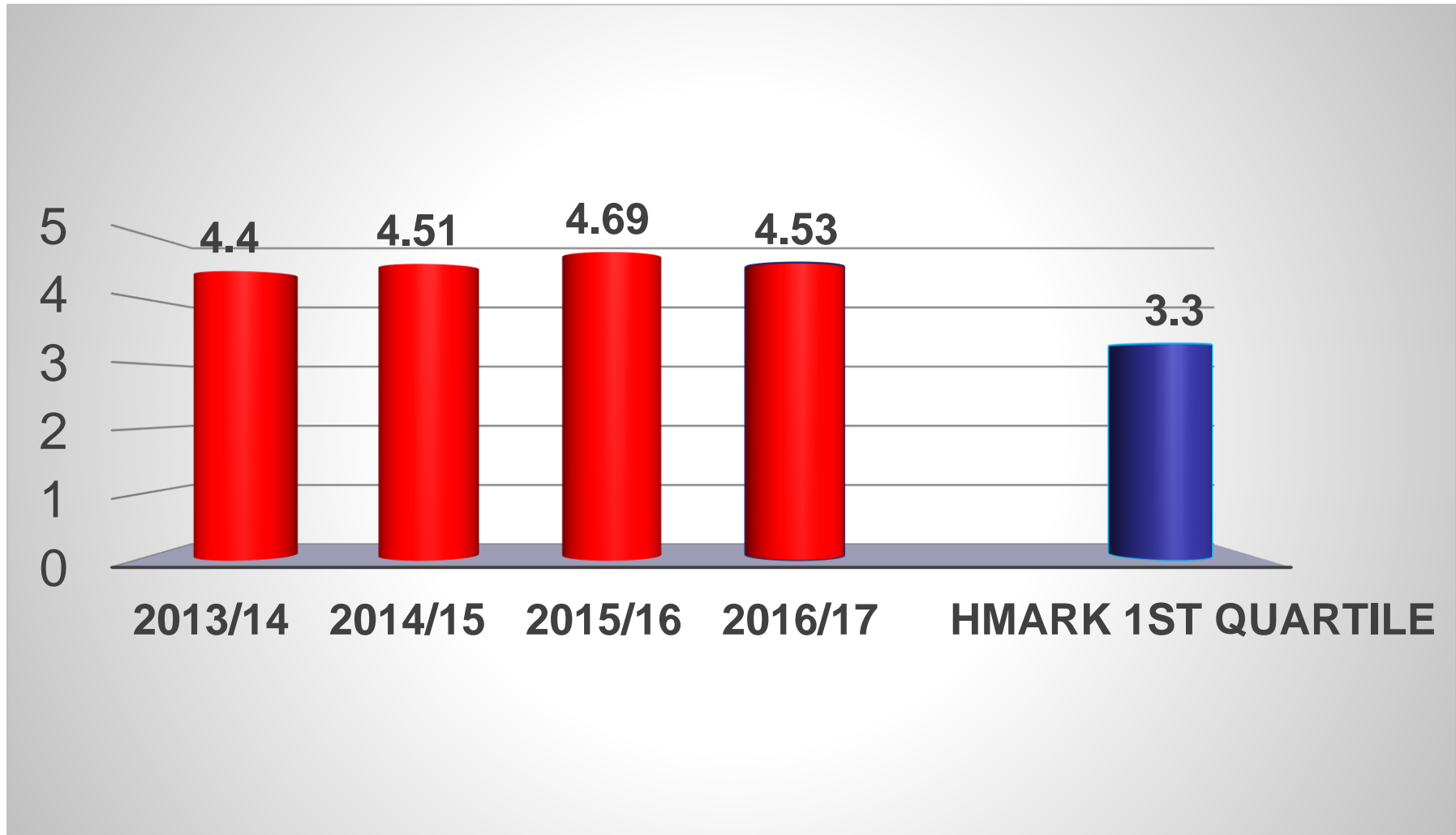


Investment Strategy

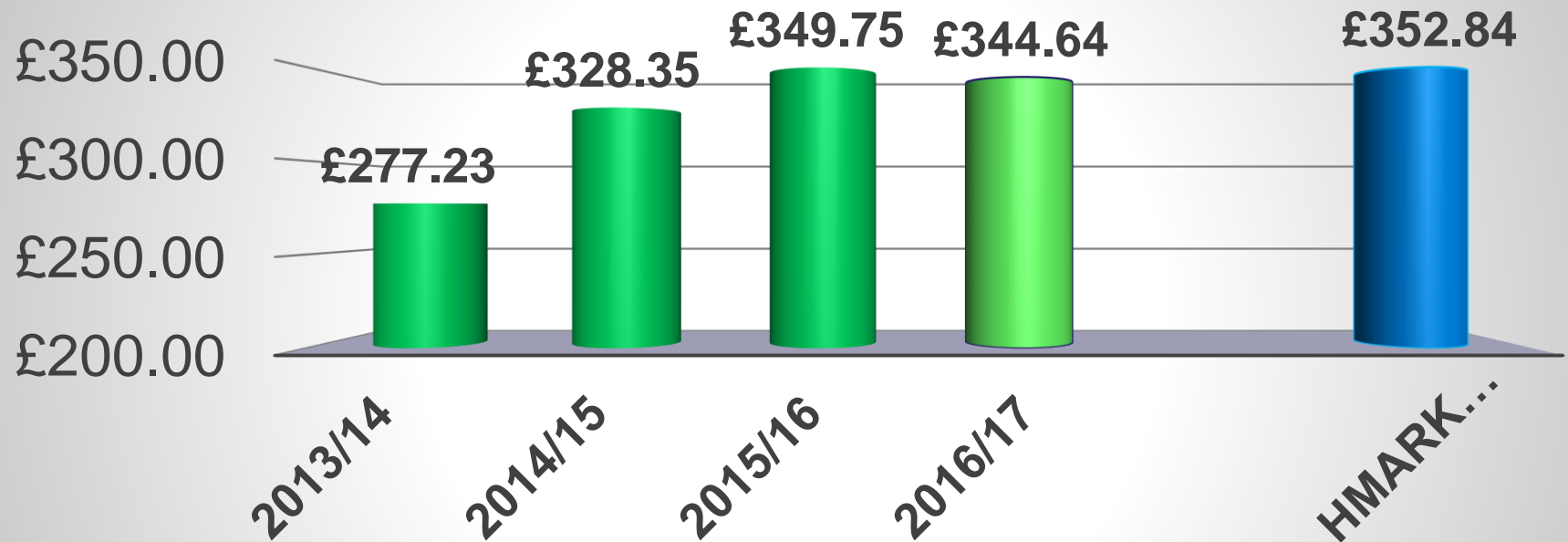
Investment Programme

- **E.C.M.**
- **B.K.R.**
- **Doors / Windows**

Average No. Repairs Per Property



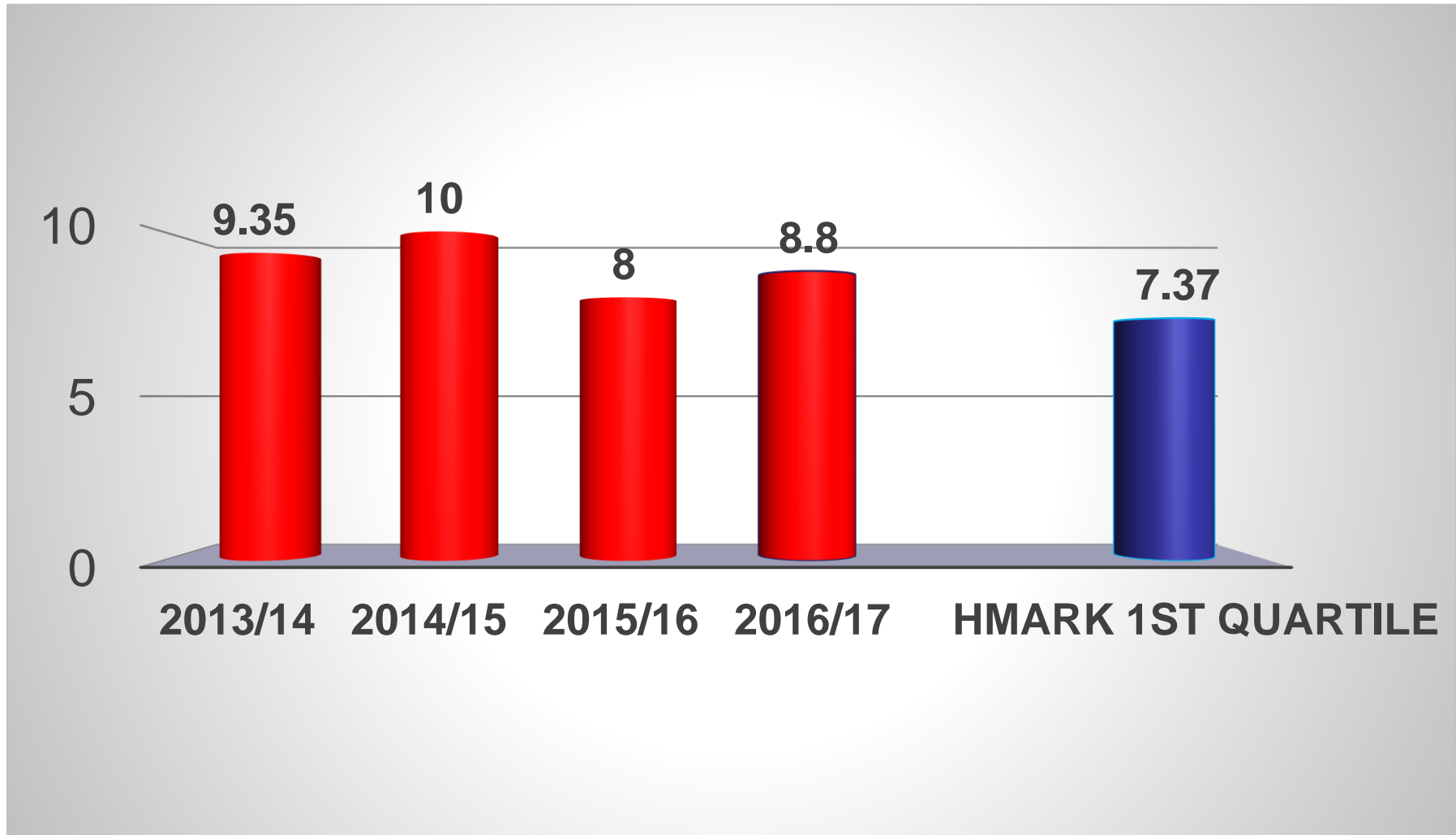
Repairs (Service Provision) Cost Per Property



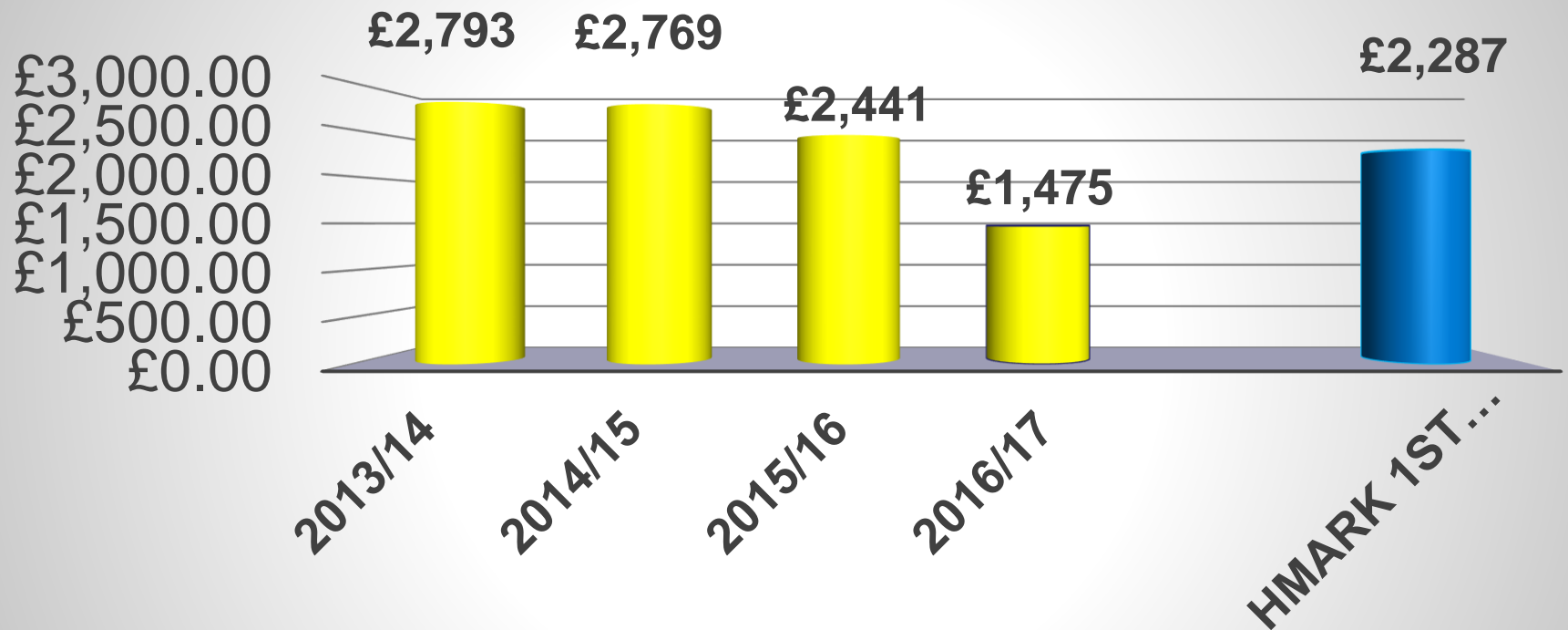
Average Cost per Response Repair



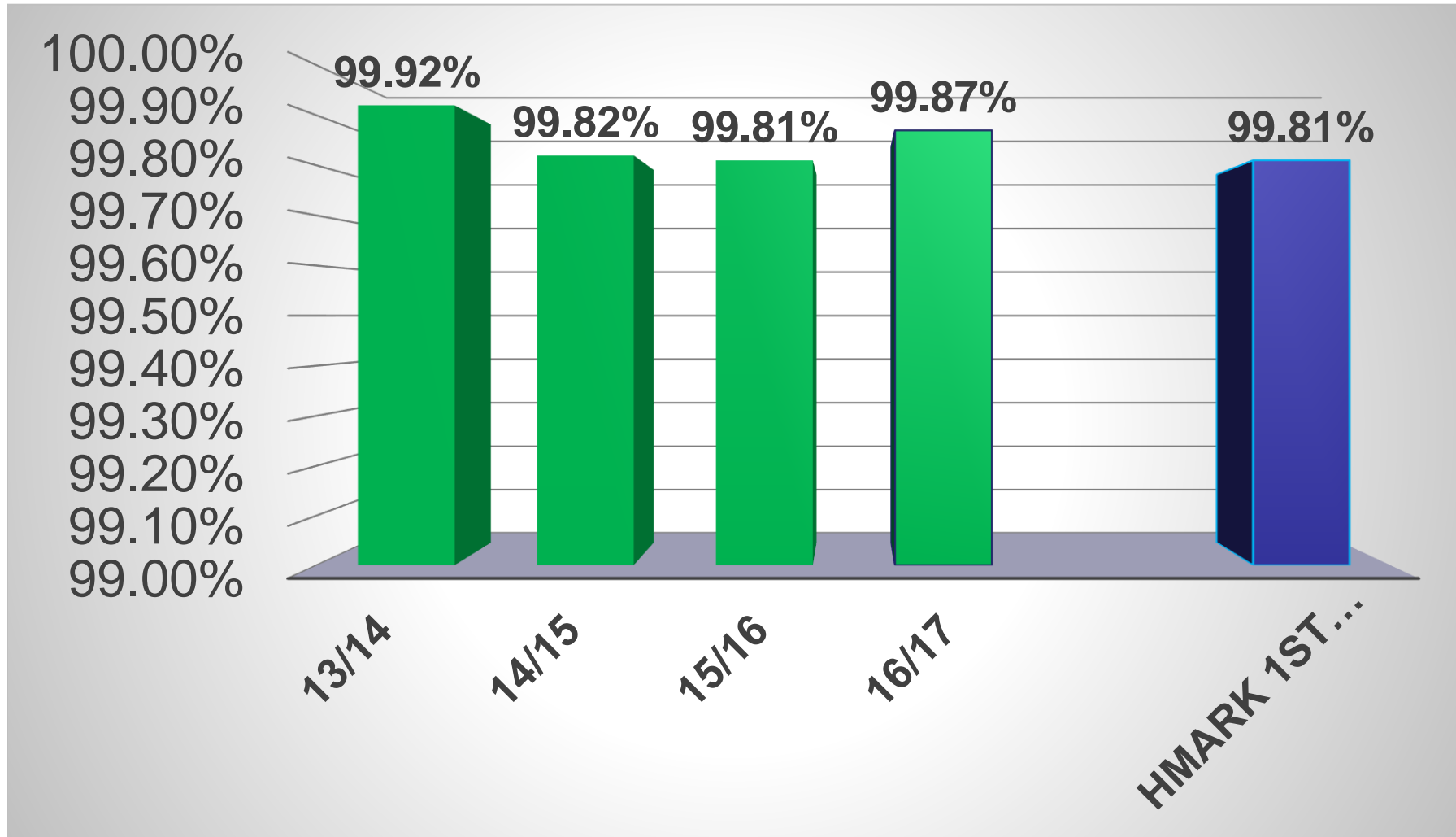
Average Repair Completion Times



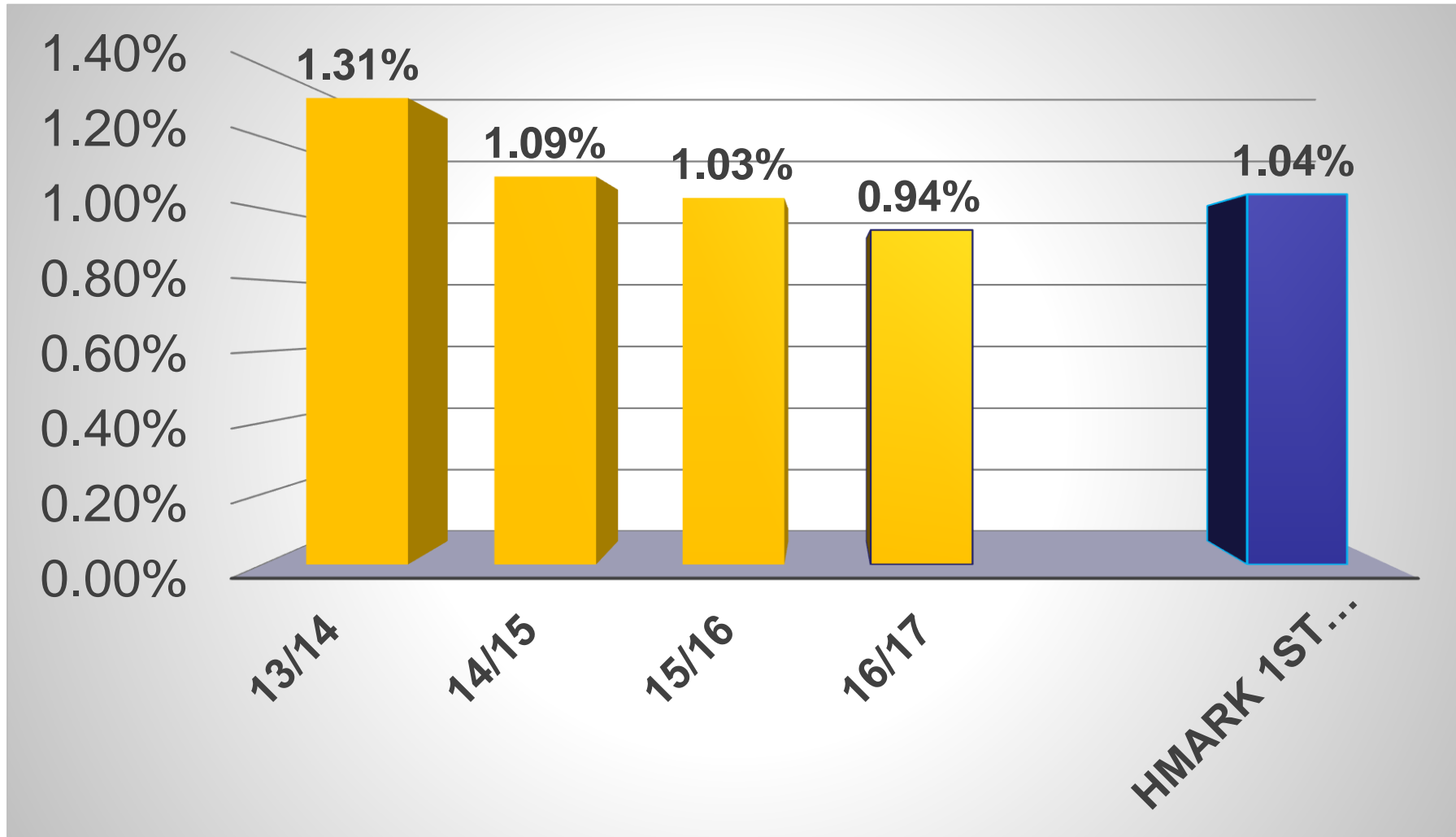
Average Cost of a Void Repair



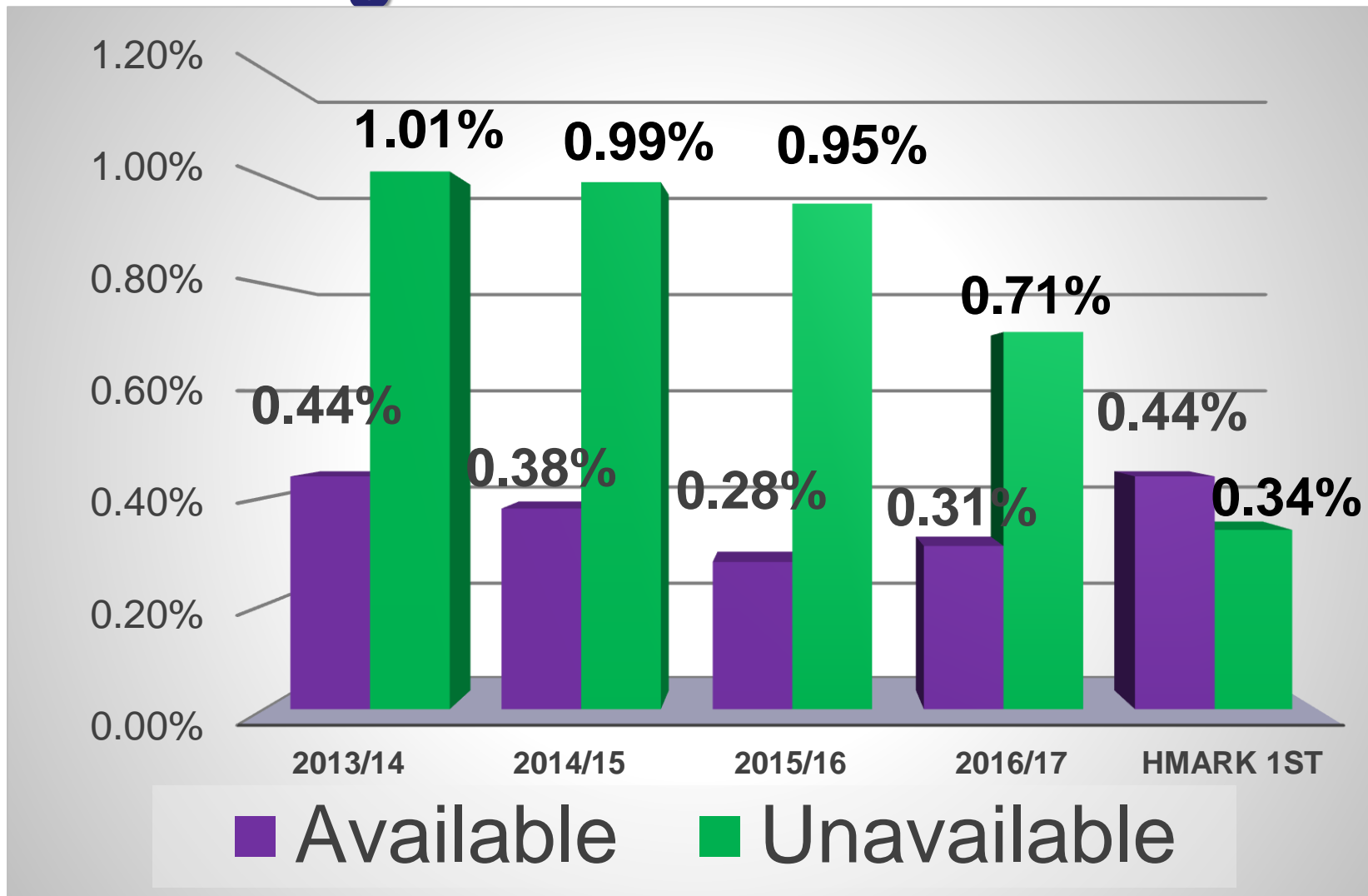
Rent Collection (excl Arrears b/f)



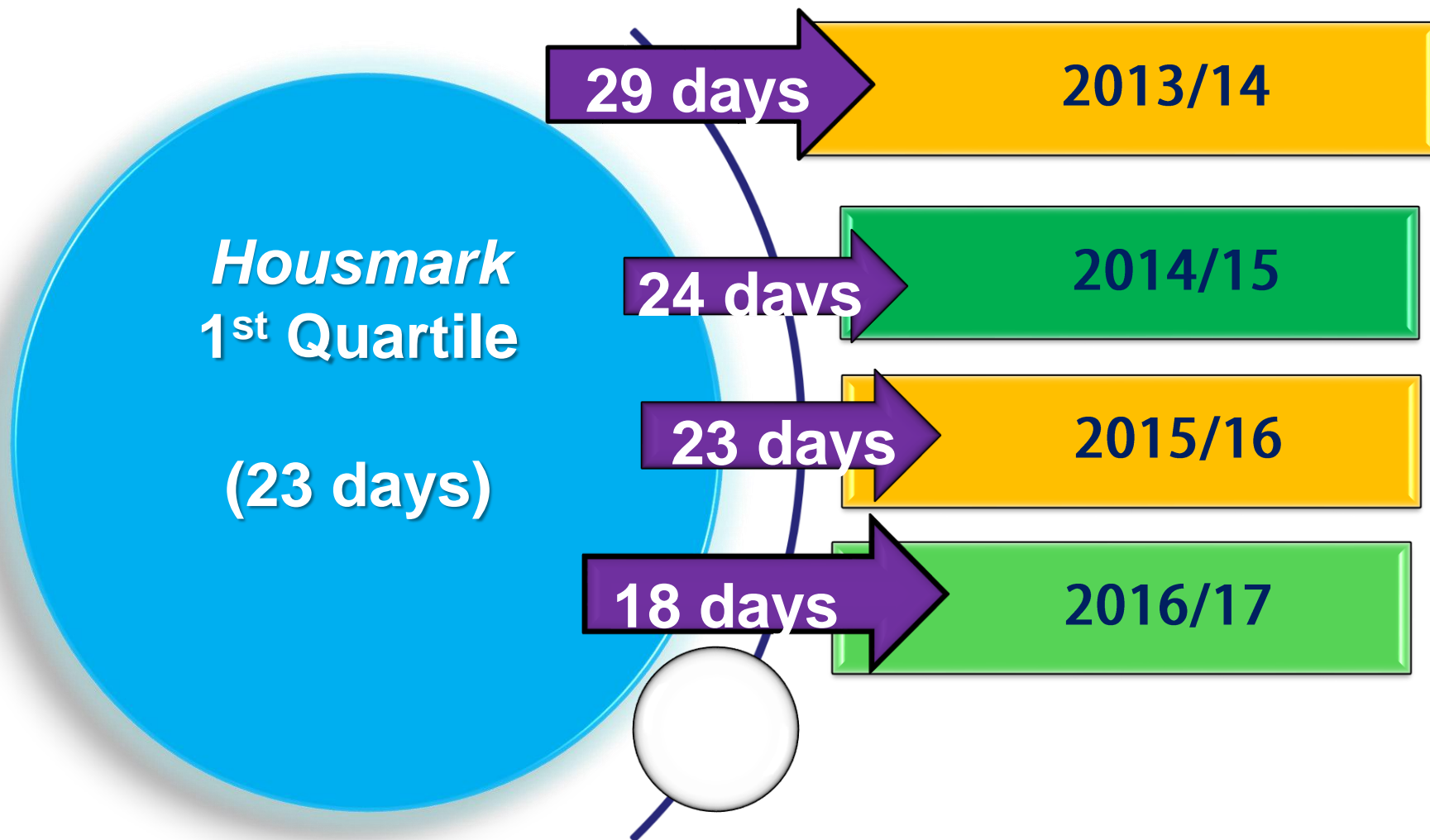
Rent Loss Due to Voids as % of Rent Due



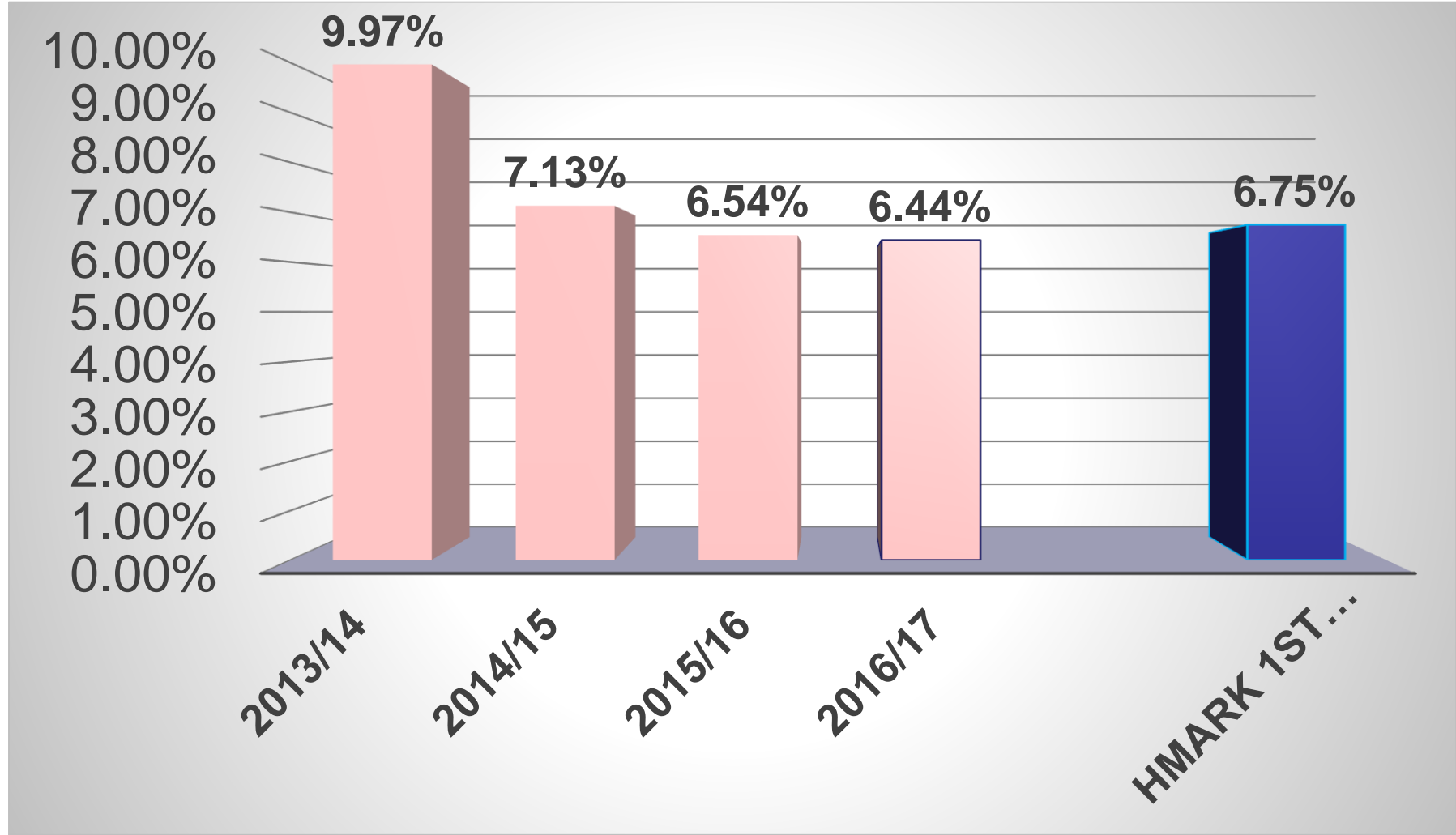
Voids Available / Unavailable for Letting



Average Relet Times



Tenancy Turnover



- **Thank you**
- **Any questions?**