# City of Lincoln Council

Organising Your Operations to get the Most from Your Partners

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## **Maintenance & Investment**

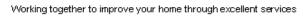
### **Hamilton House**;

- Property Investment Team
- City Maintenance Services
- Kier
- Aaron Services
- Secure Parking
- Warehouse
  - Storage areas
  - Mixing Area
  - Kier site office









## **Property Investment Team**

- 7920 tenanted properties
- Asset Management
- Partnership Management
- Planned Improvement Works
- Cyclical & Maintenance Contracts
- Procurement Services (Procurement Lincs)
- Use of Local and National Contractors







# **City Maintenance Services**

- Maintenance Manager
- 5 Team Leaders
- 64 Operatives
  - Responsive Repairs
  - Voids
  - Aids & Adaptations
- 3-4 Apprentices
- Responsive Repairs Through Optitime
- Voids and A&A Timesheets
- Single Service Provider Jewson
- Fleet Management







### **Partners**

#### Kier

- -Decent Homes 2006 to 2012
- -Scape Minor Works Framework Agreement 2012-13
- -Major Works Contract 2013-18 (+5)

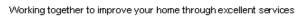
### Aaron Services (Since 2006)

- -Gas Servicing & Maintenance
- -New Boiler Installations
- -Voids (Gas Related)
- -Electrical Testing









## **Benefits**

- Co-Location, Reducing Overhead Costs
- Improved Working Relationships and Communications - Open and Honest
- Health & Safety Asbestos, Joint Inspections, best practice, lessons learnt
- Strong Partnership Ethos Continuous Improvement
- Wider Market Opportunities
- Apprentices Placements to Complete NVQ
- Shared Training Cost
  - Guest Speakers





### **Benefits Continued...**

### Interchangeable Skills

- Trades Operatives
- Managerial Skills
- Core Group Meeting
  - CoLC
  - Partners
  - Tenant Reps
- Open Book Approach
  - Recognises Whole Cost of Service
  - Pricing/Payment Structure to Provide Best Value
  - Shared Profit/Loss







#### **Benefits Continued...**

### Shared Ownership

- Success and Failure
- Linkages into Local Schools
- Best Practice
- Golden Thread-Tenants
   at the Heart of the Service

#### Lincoln Pound

- Lincoln Sub Contractors SME
- Local Opportunities for Apprentices
- Local Employment
- Local Supply Chain







#### What's Next?

- New Major Works Contract with Kier April 2013
- New Gas Service & Maintenance Partnership
   2014
- Mobilization Workshops
- Working Closely with Tenant Reps; What is important to them?
- Lessons Learnt
- Continuous Improvement







# **Thank You**

**Any Questions?** 



