

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

Asbestos Awareness



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?



Working together to improve your home through excellent services

