

# Hostel and Properties Management and Maintenance Contract

**Temporary Accommodation**

**Outsourced Services Scrutiny Panel**

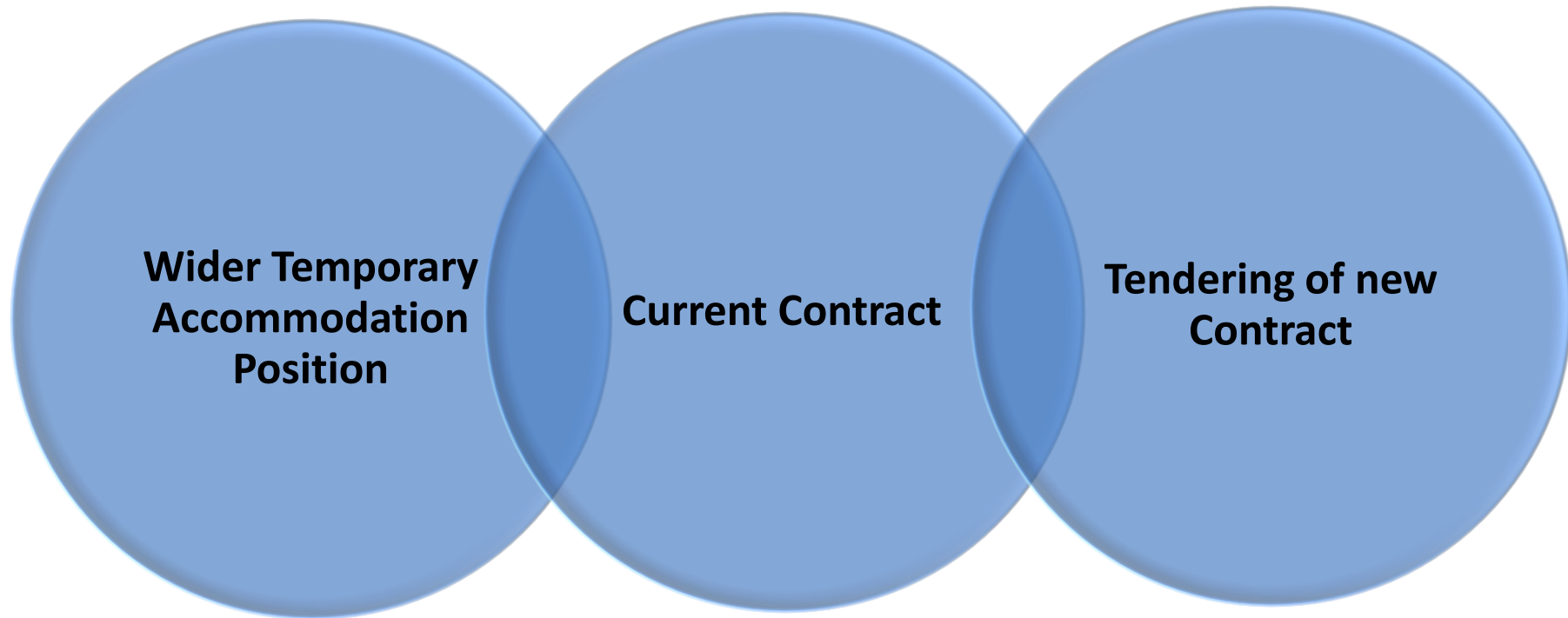
Laura Payne – Housing Property Manager

08 November 2018



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# Overview



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# Homelessness Reduction Act 2017 – **GAME CHANGER**

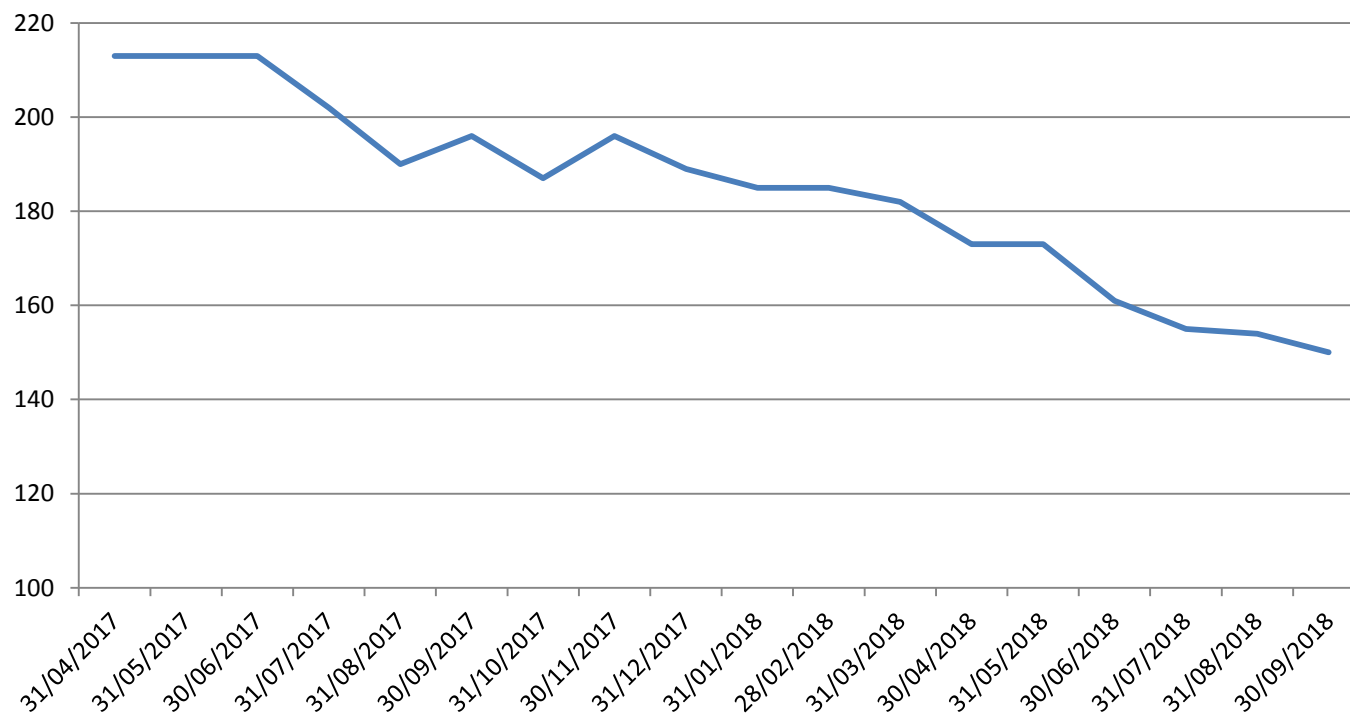
- Biggest change in a generation in how LAs deliver homelessness services
- Purpose of HRA17: empowering people to solve their own housing issues through
  - A strengthened duty on LAs to provide advice and information about homelessness and the prevention of homelessness
  - Extending the period of “threatened with homelessness” from 28 days to 56 days and a new duty to prevent homelessness for households in this situation
  - A new LA duty to relieve homelessness where it has not been prevented for all eligible people regardless of priority need and intentionality over a further period of 56 days
  - Personalised housing plans setting out the actions local authorities and individuals will take to secure their existing home or find a new home
  - Encouraging public bodies to work together to prevent and relieve homelessness through a duty to refer



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# Households in Temporary Accommodation

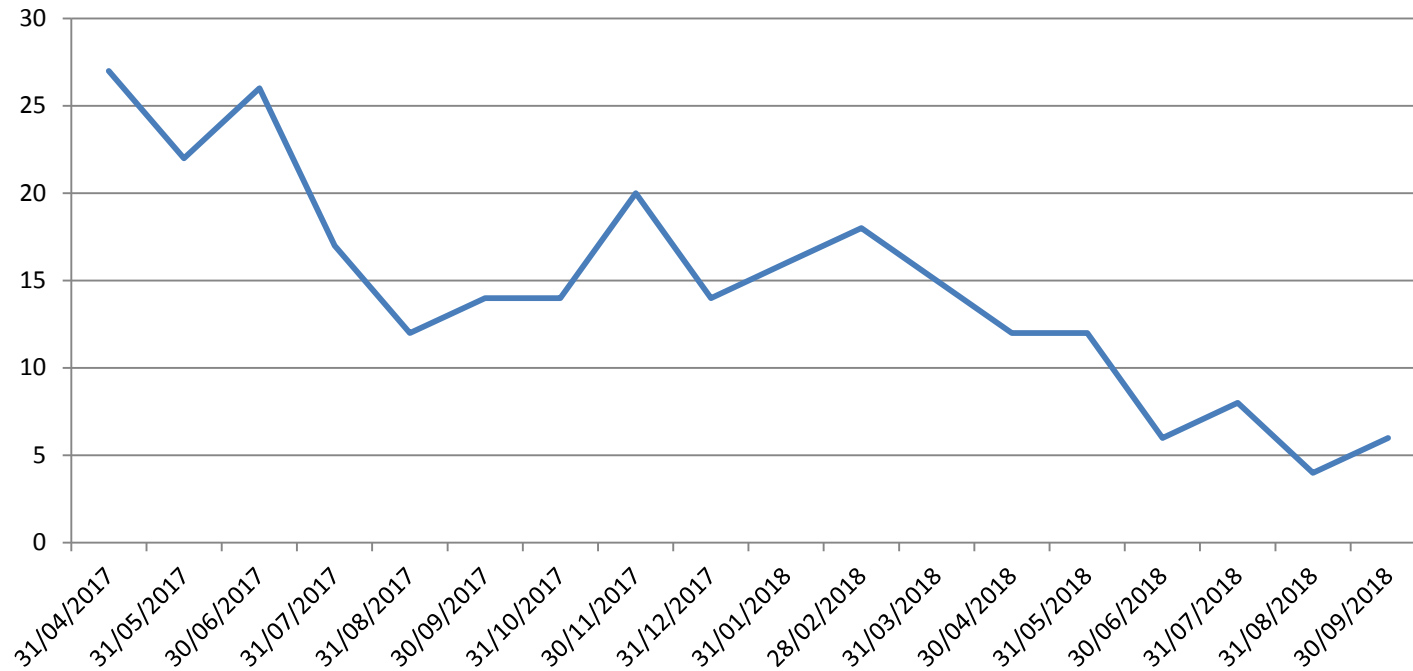
Total households in Temporary Accommodation



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# Use of High Cost Nightly Let or B&B Accommodation

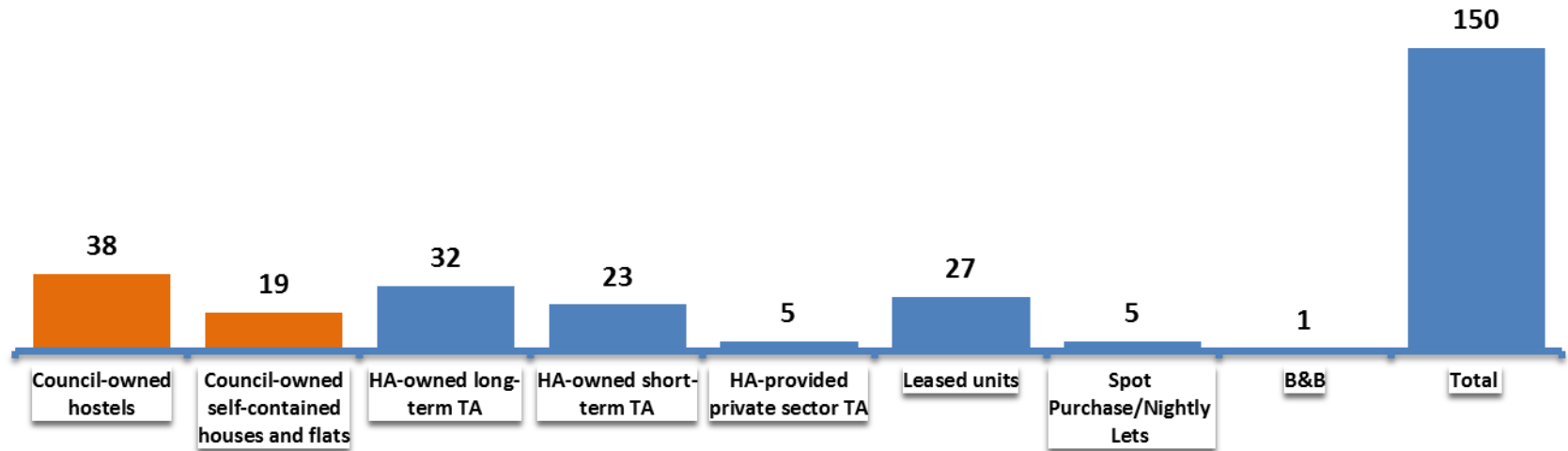
Households in Spot Purchase/Nightly Lets or B&Bs



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# Types of Temporary Accommodation

Households accommodated in TA as at 30/09/2018



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# Examples – Hostel Rooms



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# Current TA Management Contract 2013 -2020

- SLA established at stock transfer 2007 to 2013
- Comprehensive competitive tender completed 2012/13
- Evaluated against criteria relating to both cost and quality. Cost was weighted at 55% and quality at 45%.
- WCH were the successful bidder – new contract started 01/4/2013
- Contract length 5 years plus 2 optional year.
- New client and contractor relationship was established
- New PIs and Service standards implemented
- Monitoring meetings
- Savings of £72,000 per year compared to previous costs under SLA



# Current Contract Content

- Specification
- Schedules covering:
  - Units covered by the contract and occupancy Levels
  - Performance indicators and monitoring intervals
  - Financial transactions and charges
  - Terms of occupancy to be given to households placed in the TA units managed
  - Cleaning standards required
  - Letting standards
  - Repairs standards and timescales
- Critical Performance Targets
  - Spend on repairs and voids within set budget
  - Void turn around ( 1 working day for hostels 10 working days self contained)
  - Rent collection – less than 25% of occupants with other 3 weeks arrears.
  - H&S checks all complete and 95% of repairs complete within set timescale

# Properties and Price

## 2013

- 74 Units
  - 15 Self-contained properties
  - 59 Hostel rooms across 7 hostels
    - York House
    - 4 x Tibbles Close
    - Butterwick
    - Aldenham Road
- Fee to WCH £141,397 per year

## 2018

- 71 units
  - 21 Self-contained Properties
  - 50 Hostel rooms across 5 hostels
    - York House
    - 3 x Tibbles Close
    - Aldenham Road
- Fee to WCH £147,990 per year

# New Contract 2019 - 2026

- To start September 2019
- Greater flexibility - property, tenure, service and support
- Not one size fits all tenant and properties
- Project management of capital works
- Specification will have parts which will be ordered and parts that *may* be ordered during the contract but not guaranteed.
  - Floating Support
  - Income and employment advice
  - Furnishing
- Sufficiently resourced for changing needs and vulnerabilities
- Quality and service enhancements are our priority

# Procurement Timescale

Housing lead – working with Procurement, Legal and Property Teams

Draft the specification , evaluation criteria and tender documentation	01/10/2018	to	06/01/2019	14 weeks
Prepare contract	05/11/2018	to	13/01/2019	9 weeks
Finalise specification, evaluation criteria and tender documentation	07/01/2019	to	03/02/2019	4 weeks
Tender open to bidders	04/02/2019	to	10/03/2019	5 weeks
Attend Cabinet	11/02/2019			
Evaluation process and interviews	11/03/2019	to	14/04/2019	5 weeks
Moderation	15/04/2019	to	05/05/2019	3 weeks
Contract award	06/05/2019	to	26/05/2019	3 weeks
Contract finalised	27/05/2019	to	28/07/2019	9 weeks
Implementation and hand over	01/07/2019	to	30/09/2019	13 weeks
Contract Starts	01/10/2019			

# Questions?

**Laura Payne – Housing Property Manager**

**[Laura.payne@watford.gov.uk](mailto:Laura.payne@watford.gov.uk)**

**01923 278105**

