


**Workshop 2c:**  
 Everyone is talking about how to buy, why aren't we talking about what to buy?

Speakers:  
 Dave Woods, First Choice Homes Oldham  
 Chaired by: Andrew Godwin  
 Room: Warwick Room


National Housing Maintenance Forum  
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Taking control of specification 

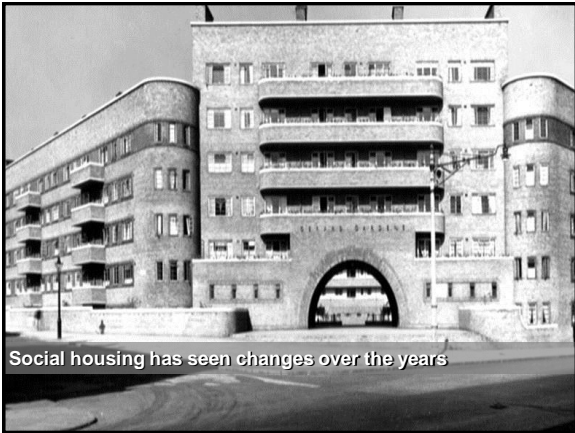
presentation by  
**Dave Woods**  
 Homes and Investment Director

"QUALITY MAINTENANCE? IT'S THE SPECIFICATION, STUPID!"

Taking control of specification 

- Background - LMH and Oldham
- The reasons for taking control: reliability, performance and lifecycle ( challenge the standard approach )
- Key specifications: common parts, externals , bathrooms and kitchens
- Make change happen
- Success measurers
- Conclusion









Investment that the Council did not have access to funding for





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### Background


<ul style="list-style-type: none"> <li>• Last stock transfer from LCC</li> <li>• Largest Liverpool Landlord 15,000 homes</li> <li>• Investment programme in excess of £1m per week</li> <li>• Tenant led organisation</li> <li>• High customer expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Largest stock transfer from OMBC</li> <li>• Largest Oldham Landlord 12,000 homes</li> <li>• Investment programme in excess of £0.5m per week</li> <li>• Tenant led organisation</li> <li>• High customer expectations</li> </ul>
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### Improvement Programme

<ul style="list-style-type: none"> <li>• Major improvement programme over 5years</li> <li>• From 2008 to 2013</li> <li>• Investment of £400m to LMH properties</li> <li>• Customers had high expectations</li> <li>• Highest quality specification</li> </ul>	<ul style="list-style-type: none"> <li>• Major improvement programme over 5years</li> <li>• From 2011 to 2016</li> <li>• Investment of £150m to LMH properties</li> <li>• Customers had high expectations</li> <li>• Highest quality specification</li> </ul>
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LMH invested over £1.5 million every week



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FCHO are now investing over £0.5 million every week




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transforming neighbourhoods




transforming neighbourhoods

Improvement Programme 

- Windows
- Heating
- Internal works
- Structural Projects
- Long Term Voids
- Supported Housing
- Communal Internal Improvements






Specification 



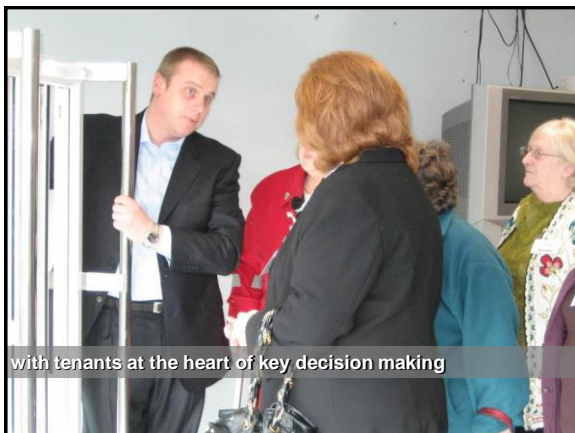

- Major customer involvement to determine the quality of the programme
  - Material selection of the highest quality
  - Compare standards in other industries
  - Why not the best?
  - Continuous investment in assets
  - Lifecycles and Business Planning



Specification 

- Products selected were driven by customers
  - Highest possible quality
  - Prepared to push for only the best
  - Over 10,000 hours of customer involvement establishing the best products and contractors
- Visited by organisations across the country
- Setting new standard for the social housing sector





selecting quality suppliers and materials



ensuring a choice for every home that needs improvement

**Specification**

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- Highest quality
- Improved lifecycle
- Innovative approach







**Specification**

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- **Kitchens and Bathrooms**
- Developed high specification for kitchens and bathrooms
- GROHE brassware, Porcelanosa ceramics, Manhattan kitchens

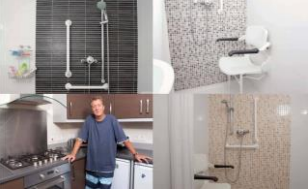





**Specification**

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- **Aids and Adaptations**
- Developed high specification adapted bathroom packages
- Installed 000's of adapted bathrooms

**Specification**

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- **Refurbishment and door entry installation**
- Tiled floors and stairs
- Through coloured render, choice of finish
- New flat doors
- High quality security entrance door
- Fob activated Door entry system

## Summary & Conclusion



- Challenge specifications
- Don't settle for 2<sup>nd</sup> best
- Understand your buying power
- Higher quality – Lower maintenance
- Improve lifecycles
- Consider other markets

