

Plenary 6:

Meeting the challenges for the future of housing
maintenance

Speakers: Paul Reader (Morgan Sindall Property Services),

Shaun Aldis (Wolverhampton Homes)

Chaired by: Alex Dixon (Bromford.)

Room: Queens Room



Top Ten Driving Efficacy



1...Understand Risk and Challenges

- Benefit cap reduction
- Rent caps at local housing allowance, 1% reduction in rents for four years
- Pay to stay
- Mandatory fixed term tenancies for council tenants
- RTB - don't be insular, think out the box



2... Engage with staff

- Share ideas-get buy in
- Don't chase ideas with no money
- Don't go quiet on me!
- Get the low hanging fruit...

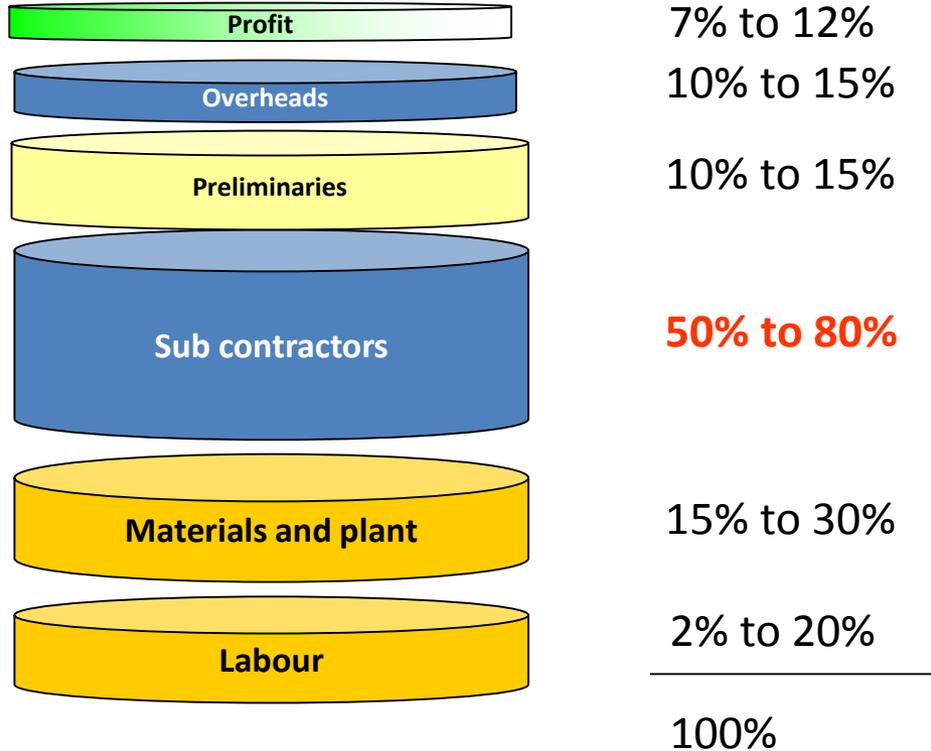


3...Build Relationships

- Communication
- Procurement - meet the buyer events
- Supply chain
- Shared Services particularly on RTB
- Collaborative working



4...Triple Bottom Line



Typical % Cost of Supply Chain



5...Attention to detail

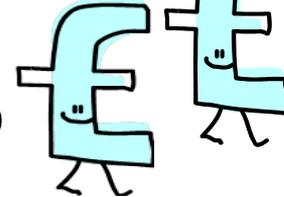


- If there is a contract...understand it
- Manage contracts actively - inadequate contract management resources increases overall cost
- Handle problems collaboratively
- Watch out for warning
- Use contracts proactively
- Count the cost and prepare thoroughly
- Have contingency plans ready



6...Cash flow and Income

- Know your spend - what's your top 10
- Terms of payment and frequency
- You may get a discount if you change them
- Don't be afraid to ask for a discount



- Where would you start looking to stop



7...Measuring, managing and improving KPI's

- How was the budget derived
- Scope and creep
- Annual uplifts
- Equal vigilance in managing the in-house service
- Remember the old adage - What gets monitored gets managed



8...Have a goal

- What's your base line position
- Where do you need to be
- At WH and WCC we have refocused our 5 year AMP and 30 year BP to support income generation projects
- We have a social enterprise
- We undertake asbestos removal work for third parties
- Surpluses support tenants back into work and various CSR projects



9...Be patient



10...Over to you.



Thanks for listening

Shaun Aldis

Director of Operations



Wolverhampton Homes



Meeting the future challenges of housing maintainance

Paul Reader – Director

Market trends

- Growth in integrated contracts
- Longer contract terms
- Holistic view of maintenance
- Focus on cost – Price Per Property
- Focus on Information Technology

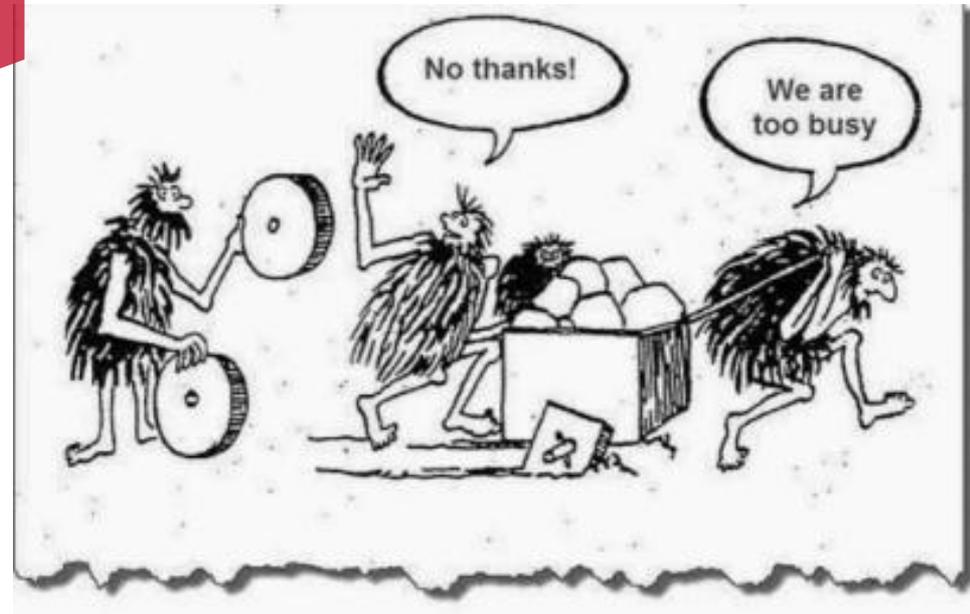


“What if we don’t change at all ...
and something magical just happens?”

- Removal of waste from silo approach
- Single IT platform
- Right decision for asset
- Improved customer service
- Better vehicle to deliver social value



- Repair trends
- Preventative maintenance
- Collection of asset data
- Component performance



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"Until further notice, job one is now job six."

- Prioritisation – based on knowledge
- Utilisation of access across work streams
- Integration of supply chain
- Partnering!



"The bad news is, our customers hate us. The good news is, we have a lot fewer customers than we used to!"

- Customer relationship management
- Customer knowledge drives efficiency

- Allowed us to change our delivery model
- Customers expectations are changing
- So has our workforce
- Our sector needs to grasp the opportunity



