

NHMF sponsored Model Procurement and Contract Documentation Version 8 and the CIH/NHF Guidance Paper– Rethinking Repairs and Maintenance

Speaker: David Miller, Director - M3

Chaired by: Chris Patient

Room: Plenary Hall



NHMF
Maintenance
Conference
2025



Background 1

The Question was raised as to whether the NHMF sponsored Schedule of Rates Version 8 documentation, and the Form of Contract 2023 met the requirements of the Regulator for Social Housing and the recommendations of the CIH/NHF Better Social Housing Review and the CIH Guidance on Rethinking Repairs and Maintenance



**NHMF
Maintenance
Conference
2025**

Background 2

Both the Better Social Housing Review and the CIH/NHF Guidance Paper – Rethinking Repairs and Maintenance relate primarily to Housing Associations in England, the NHMF is a body that also represents the interests of Local Authorities, ALMO's, Housing Associations in Scotland, Wales, Northern Ireland, the Republic of Ireland, Charities with Housing Stock, Private Landlords, and the Married Quarter Estate of the Ministry of Defence.

Only one Contractor Representative was on the CIH group who published the Guidance and developed the Good Practice Guidance.



NHMF
Maintenance
Conference
2025

Background 3

Document	Topics
Better Social Housing Review	7 key recommendations on how Housing Associations should work together, and work with their tenants and their staff
Regulator for Social Housing Consumer Standards for Registered Providers	10 standards that Registered Providers must adopt
CIH Guidance Paper – Rethinking Repairs and Maintenance	6 Themes and 12 Principles that should be adopted to improve repairs and maintenance
CIH Good Practice Guidance	3 Principal Groupings covering 10 guidance recommendations

NHMF Action 1

To review the Version 8 Schedule of Rates and Form of Contract 2023 documentation to establish any aspect that **already meets or better**s (i.e. demonstration of best practice) or **that does not meet** the recommendations or requirements of:

- The Better Social Housing Review;
- The Regulator of Social Housing's consumer standards for repairs, maintenance and planned improvements;
- The CIH/NHF Guidance Paper - Rethinking Repairs and Maintenance – 6 Themes and 12 Principles
- The CIH/NHF Good Practice Guidance – 10 Principles

How this existing best practice can be disseminated to the Sector.

And how any deficiency, in conjunction with any amendments in respect of the Procurement Act 2023, can be addressed in the next revision to the Schedule of Rates and Form of Contract 2023 documentation that is due to be issued during 2025/26.



NHMF
Maintenance
Conference
2025

NHMF Action 2 and 3

To undertake research into the feasibility and viability leading to the creation of a business case for the **development of a NHMF Benchmarking Service** to meet the recommendations of Guidance Paper Theme 5: Understanding your performance Principles 9 and 10.

To review the 12 Principles of the Guidance Paper – Rethinking Repairs and Maintenance and the 10 Good Practice Principles to establish other areas that can be addressed and developed in making specific recommendations as to how the repairs and maintenance services in the UK can be improved by **the Training and Certification** of operatives, supervisory staff, contact centre staff, housing management staff in the procurement, inspection, repairs ordering and contract management functions of the repairs and maintenance services



**NHMF
Maintenance
Conference
2025**

Initial Findings - NHMF Action 1

A paper has been developed by Andrew Millross and myself which addresses and responds to each of the Themes and Principles of the CIH Guidance Paper – Rethinking Repairs and Maintenance, and the Principles of the CIH Good Practice Guidance. Copies available at the Conference and it will be on the NHMF Website.

The review indicates that the existing Schedule of Rates Version 8 documentation and the Form of Contract 2023 **meets** the requirements of the Regulator for Social Housing and the recommendations of the CIH/NHF Better Social Housing Review and the CIH Guidance on Rethinking Repairs and Maintenance; and

That the existing Schedule of Rates Version 8 documentation and the Form of Contract 2023 **does demonstrate and incorporates** a number of the principles of the CIH Good Practice Guidance which relate to the procurement and management of Contracts.



NHMF
Maintenance
Conference
2025

Initial Findings - NHMF Action 2

Discussions have been held with a number of parties interested in the development of a NHMF sponsored benchmarking services. These have centered around what areas should be benchmarked and the ease by which data can be digitally entered, analysed and reported on.

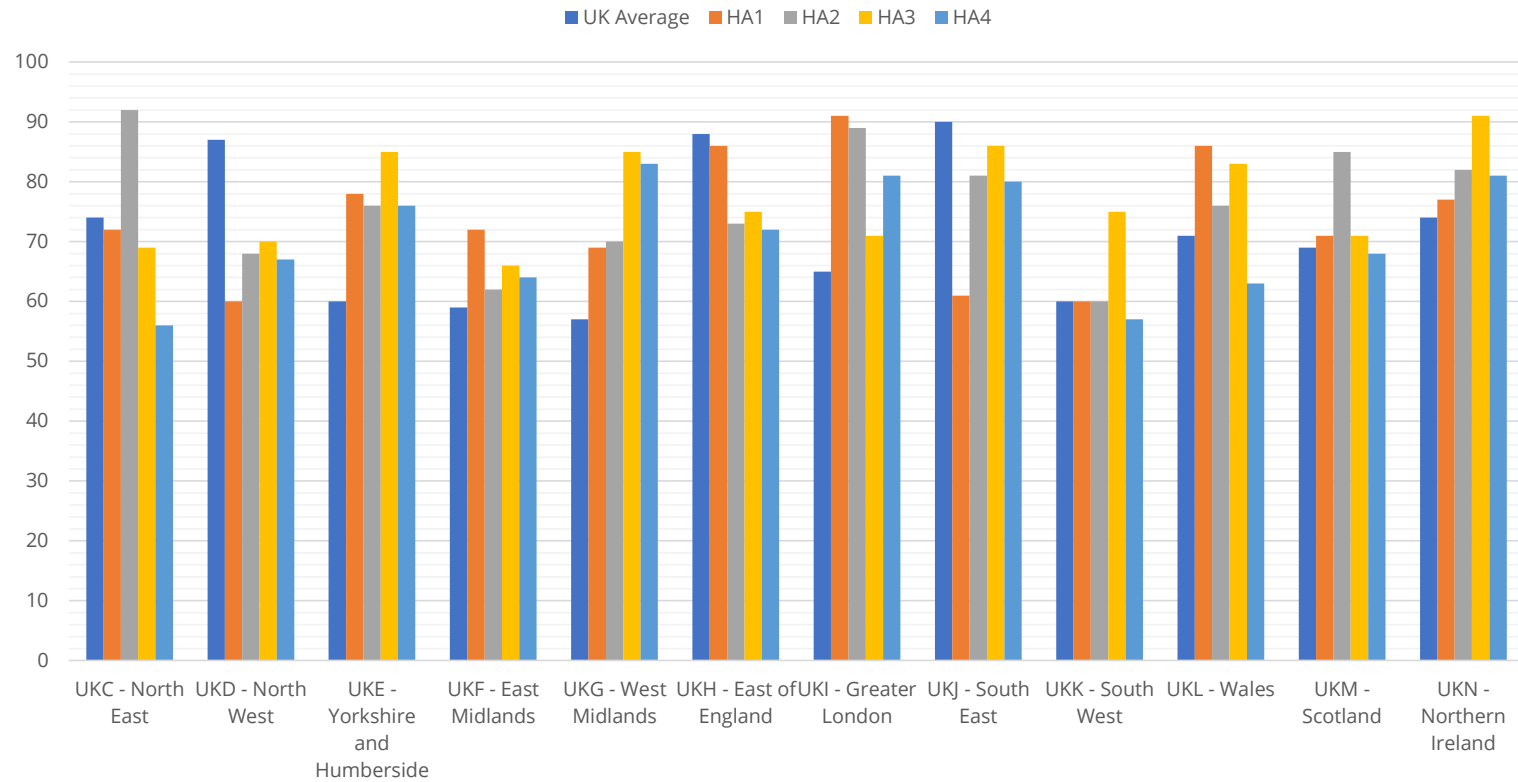
Pilot formats for data entry have been developed on the basis of benchmarking:

Topic	Example
Cost	Average Void Cost Average Order Value, Responsive Expenditure Per Property,
Organisation	Number of Repairs per Property, Number of Voids Per Year: Ratio of Emergency Callouts to All Responsive Orders
Operation	What Version of the Schedule is used, what percentage adjustments apply, what is self authorisation level, what is Minimum Order Value
Performance	Customer Satisfaction Target, MAP and Actual Target achieved Responsive Repairs Target, MAP and Actual Target achieved.

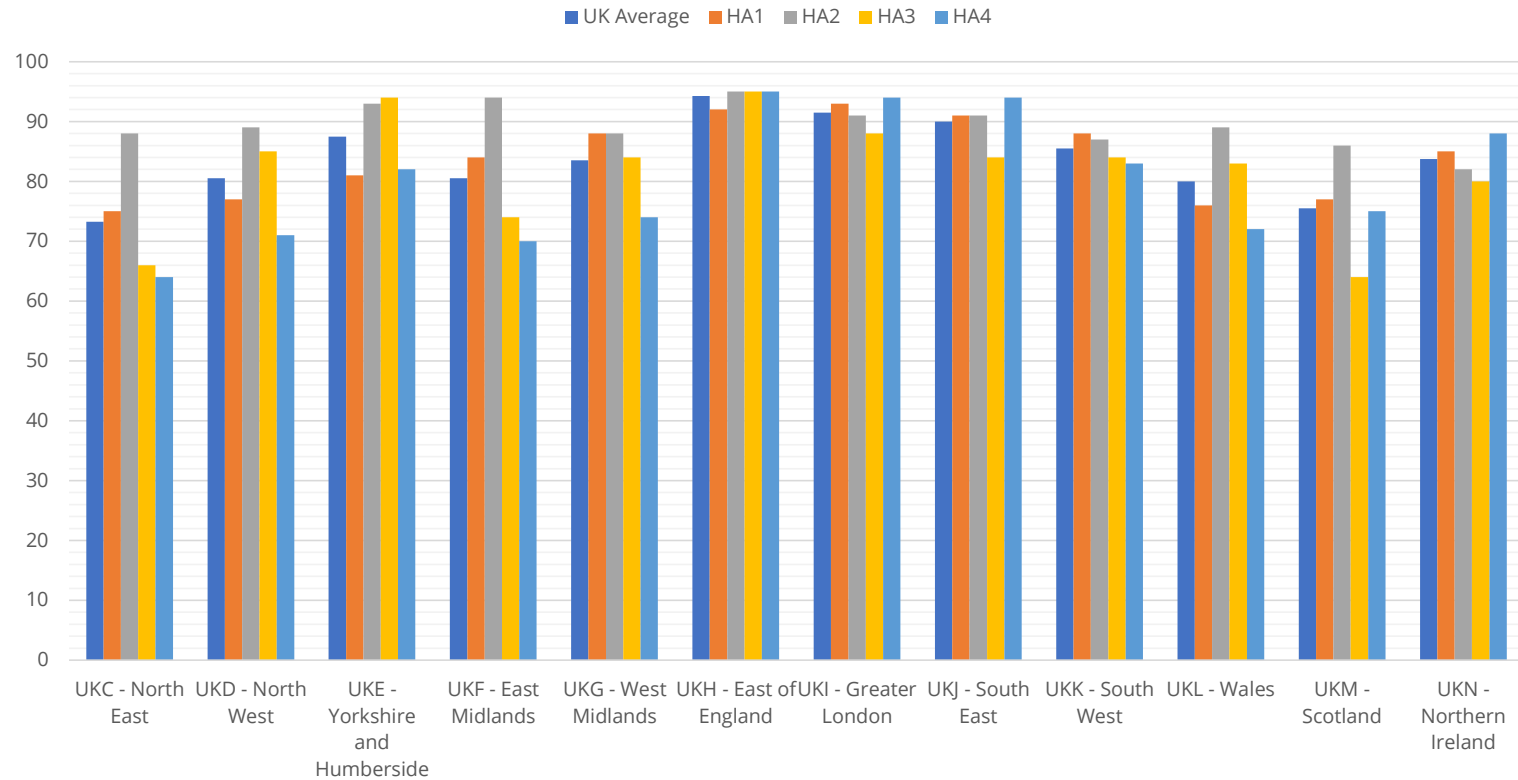
Reporting Examples

Pilot formats for reporting have also been developed and examples are on the following slides, the scheme could be developed for example to enable subscribing organisations to self generate their own reports based on peer group analysis

Customer Satisfaction - Achieved %



Average Order Value (£)



Participants for Benchmarking Pilot

We are looking for Clients to take part in the Pilot Scheme to test the data collection, analysis and reporting functions.



NHMF
Maintenance
Conference
2025

Participants for Training Working Group

We are looking for both Clients and Providers to join the working group Investigating how the repairs and maintenance services in the UK can be improved by **the Training and Certification** of operatives, supervisory staff, contact centre staff, housing management staff in the procurement, inspection, repairs ordering and contract management functions of the repairs and maintenance services.



NHMF
Maintenance
Conference
2025

Q&A



NHMF
Maintenance
Conference
2025



Thank you.

See you at the
next conference!



NHMF
Maintenance
Conference
2025