

Councillor Andy Baker
Housing Portfolio Holder

Building and Public Realm
Building Services
Northbourne Depot
Vista Road
Clacton on Sea
Essex CO15 6AY.
Tel: (01255) 686469

Email: spearce@tendringdc.gov.uk

08 January 2024

Our Ref:
Your Ref:
Please ask for: S Pearce.

Dear Councillor Andy Baker

Rapid Response maintenance Ltd Term Repairs, Voids Maintenance Contract 2021-2028

The contract has been let as a 3-year contract with the option to extend for a further 4 years in 2-year increments. The repairs, voids and maintenance contract with Rapid Response has been running for 2 years 8 months now and there has been continual communication with Rapid Response on all aspects of work.

The contract works regarding Repairs and Voids are an unknown quantity so there are peaks and troughs of work in this area, which has caused issues at times. This will require the Repairs Team to work with Rapid Response and follow up outstanding jobs and work towards a satisfactory outcome which has been working well.

The void properties did have a slow start but with the hard work from the void team and Rapid Response they have turned this around. If there are any voids that are returned late, Rapid Response maintenance Ltd are penalised by £150 deduction from their costs for each week.

Officers are inspecting the works either remotely or in person. Where issues are highlighted, the officers and post inspector will raise this with Rapid Response and work with them to a satisfactory conclusion.

Part of the contract also includes the refurbishment of kitchen and bathrooms, which is progressing, and Rapid Response forward plan these works and contact the tenants directly to arrange appointments. These are all inspected & post inspected and this is progressing well.

There was a Tenant's Panel Meeting held on 4 October 2022 at the Town Hall which is the first tenant's meeting since the contract started and Rapid Response were invited to speak to the Tenants panel and answer any questions they had. Rapid Response were in attendance and spoke about their company and answered questions and queries from the panel. The outcome from the Tenant's Panel was extremely positive about the work they have undertaken.

There has been regular monthly meetings with Rapid Response throughout the contract to go over works that are been carried out and any issues that are raised on both sides which has been successful. Rapid Response have listened to our concerns and have implemented operational changes which is working better and will be continued to be worked on for the length of the contract.

It's therefore proposed to extend the contract by 2 years as per the contract conditions to April 2026 with consideration of a further 2 years on satisfactory completion of this time. As per the contract this will be subject to CPI uplift in May each year where further concurrence will be requested.

Accordingly, under the powers delegated to me in consultation with yourself, it is proposed to extend the contract till April 2026.

If you concur with the foregoing, I should be pleased if you would sign and return the attached pro-forma to me, as soon as possible, in the stamped addressed envelope provided.

Yours sincerely

S T Pearce

Steve Pearce
Building & Development Manager

TENDRING DISTRICT COUNCIL

Rapid Response maintenance Ltd Term Repairs, Voids Maintenance Contract 2021-2028

I refer to your letter dated 08 January 2024 concerning the action you propose to take under the powers delegated to you in respect of acceptance of extending the contract till April 2026

I CONCUR/DO NOT Concur with the actions you propose.

Additional comments (if any)

Signed

Councillor Andy Baker
Portfolio Holder for Housing

Date.....

.....

Leader/Deputy of the Council

Dated.....