

**REPORT TO: HOUSING COMMITTEE – 16 FEBRUARY 2004**

**REPORT ON: PARTNERSHIP AGREEMENT FOR REPAIRS SERVICE  
2004-2009**

**REPORT BY: DIRECTORS OF HOUSING AND  
DUNDEE CONTRACT SERVICES**

**REPORT NO: 147-2004**

**1. PURPOSE OF REPORT**

- 1.1. The purpose of this report is to seek Housing Committee approval of the Partnership Agreement for the new Housing Repairs Service.

**2. RECOMMENDATIONS**

- 2.1. The Committee are asked to approve the Partnership Agreement for implementation in April 2004 for the new repairs service.
- 2.2. The Committee are asked to agree that the Convener of Housing, Convener of Finance and Convener of Dundee Contract Services sign the Partnership Agreement on behalf of the Council.
- 2.3. The Committee are asked to agree that the Dundee Federation of Tenant Associations sign the Charter as a partnership member.
- 2.4. The Committee are asked to agree the Repairs Priorities and list of benchmark jobs as outlined in Appendices 1 and 2 of the Partnership Agreement.

**3. FINANCIAL IMPLICATIONS**

- 3.1. There are no financial implications arising from this report.

**4. LOCAL AGENDA 21 IMPLICATIONS**

- 4.1. There are no local agenda 21 implications as a result of this report.

**5. EQUAL OPPORTUNITIES IMPLICATIONS**

- 5.1. There are no equal opportunities implications as a result of this report.

**6. BACKGROUND**

- 6.1. The Local Government in Scotland Act 2003 repealed the legislation requiring compulsory competitive tendering for housing repairs and replaced it with a

statutory duty on Councils to secure Best Value. As the previous arrangements for housing repairs were constrained by the CCT regime, the Housing Committee, 19 February 2001, agreed to review the existing repairs service to take into account tenant need, technological advances and to ensure Best Value.

- 6.2. The Housing Committee, 17 November 2003, approved Report No 774-2003 'Best Value Option Appraisal on Repairs Service'. This was the outcome of the review and recommended that a partnership approach be taken forward for the new repairs service.
- 6.3. A group of Council officers in consultation with the Dundee Federation of Tenants Associations have developed a Partnership Agreement. This Partnership Agreement will form the backbone of the new repairs service.
- 6.4. The Partnership Agreement covers the following areas of the new repairs service:
- Aims and Objectives.
  - Parties to the Partnership.
  - Legislative Requirements.
  - Partnership Management Structure including the Partnership and Management Boards.
  - Repairs Contact Centre.
  - Price Basis.
  - Conflict Resolution.
  - Outputs expected as part of the new service in terms of communications, repairs reporting, repairs diagnosis and ordering, job priorities and carrying out the work, budget control and quality.
  - The roles and responsibilities of the partners.
  - Performance measurement.
  - Finance.
  - Repairs Partnership Charter.
  - Repairs Priorities.
  - List of Benchmark Jobs .
- 6.5. It is recommended that the Conveners of Housing, Finance and Dundee Contract Services sign the Charter on behalf of the Council. It is also recommended that the Charter be signed by the Chairperson of the Dundee Federation of Tenant Associations in recognition of their contribution to the Partnership Agreement development.
- 6.6. It is intended to implement the Partnership Agreement in April 2004 to coincide with the start of the 2004/05 financial year. The agreement effectively replaces the existing Schedule of Rates Contract that expires at the end of March 2004. The new Partnership Agreement will run for five (5) years.
- 6.7. This Partnership Agreement covers day to day repairs, relet repairs, gas maintenance, programmed maintenance, small projects and other non capital funded repairs.

## 7. **CONSULTATION**

- 7.1. The Dundee Federation of Tenants Associations have been consulted on the Partnership Agreement and have been involved in its development.
- 7.2. The Chief Executive, the Depute Chief Executive (Finance), the Depute Chief Executive (Support Services), and the City Architectural Services Officer have also been consulted on the document.
- 7.3. Further consultation on the new repairs service will be undertaken with tenants during February 2004. Committee will be advised of any proposed changes to the Partnership Agreement once this consultation has been concluded. This consultation is a requirement of the Housing (Scotland) Act 2001.

8. **BACKGROUND PAPERS**

Best Value Option Appraisal on Repairs Service (Report 774-2003) – 17 November 2003.

Emergency Repairs (Report 830-2002) – 16 December 2002.

**ELAINE ZWIRLEIN  
DIRECTOR OF HOUSING**

**FEBRUARY, 2004**

**ROBERT P JACKSON  
DIRECTOR OF DUNDEE CONTRACT SERVICES**

**FEBRUARY, 2004**