



CONTRACT MANAGEMENT POLICY

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You can also contact us using our online reporting forms.

Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

GCHTV on the Looking Local Service on Sky, Virgin Media, Nintendo Wii and mobile phone.

Get our information in other formats

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]

STATUS (Draft / Approved / Updated / Archived)	REFERENCE
Approved	GlosCityS89/Filestore / Policies & Procedures /06 Current GCH Policies & Procedures/ Asset Management / Contract management Policy & Procedure – Draft.doc
<p>Important Notice: Printed paper copies of this procedure are uncontrolled. The current version of this procedure is available on the Intranet</p>	

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
1	25/07/06	Original	26/07/06	PM	AG
2	04/09/06	Further updates	05/09/06	PM	AG
3	14/01/08	Further updates	15/01/08	IH	JM
4	14/02/08	Further updates	15/02/08	JM	AG
5	03/09/08	Further updates	04/09/08	RL	JM
6	09/09/08	Further updates	10/09/08	RL	JM
7	22/01/10	Further updates	24/02/10	JM	AG
8	18/09/10	Further updates	18/09/10	IH	JM
9	05/10/10	Further updates	05/10/10	JM	VH

Summary of Latest Update – Version 8

Further checks and balances introduced on commitments and invoices to ensure accurate budgeting.

Re-formatting of Procedure Section.

Added examples of standard contract pro-forma to Appendix 1.

Summary of Latest Update – Version 9

Requirement to carry out Whole Lifetime Costing exercise.

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GLoucester City Homes Contract Management Policy

1. Overall Aim

Our aim is to provide a safe, secure and healthy living environment for our customers.

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2. Supporting Aims

Gloucester City Homes aims to:

1. Ensure that the service is delivered to the highest standard and in a cost-effective manner
2. Protect the asset value of Gloucester City Council's housing stock.
3. Maximise the impact of investment in existing and if appropriate, new stock and to contribute to neighbourhood regeneration and assess differences between areas within the localities
4. Ensure that any building maintenance activities are completed in accordance with current legislation and best practice.
5. Encourage and facilitate resident involvement throughout the investment process through communication and consultation at all stages.
6. Obtain customers' views on the service delivery of planned maintenance by means of, tenant surveys, for example, and take action to remedy any problems or develop policies or procedures identified in this manner.

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3. Relevant Legislation

The Landlord and Tenant Act 1985.
The Health and Safety at Work Act 1974
The Construction (Health, Safety and Welfare) Regulations 1996
The Construction (Design and Management) Regulations 1994
The Building Regulations 2000

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4. Service Standards

Service standards will reflect the type of contract. For all non-asset management contracts the general company objectives will apply.

For the Decent Homes Programme contracts the main aim is to ensure that all homes owned by Gloucester City Council are brought up to the Government's Decent Homes Standard by December 2010 and maintain them to that standard thereafter.

For contracts delivering improvements under the Decent Homes Programme , Gloucester City Homes staff and our partners' staff will:

- Publish a 5 year plan of improvements
- Publish a more detailed annual programme at the beginning of each financial year in April setting out the works, costs and streets, which are directly affected.
- Invite you to an Open Day near your home to discuss our home improvement proposals for your neighbourhood.
- Invite you to participate, if you wish to, in a project team, which will oversee and monitor the progress of the home improvements contract.
- Arrange for you to be visited by a Tenant Liaison Officer to discuss your individual home improvement preferences.
- Give you notice, around 6 weeks before commencing work.
- Appoint a Resident Liaison Officer for the project so that you have a clear point of contact throughout the home improvement project.
- Give you a choice of style and colour of kitchens, bathrooms, floors, doors, fires and surrounds etc.
- Provide daytime and out of normal working hours telephone numbers so that you can easily contact us 24 hours a day.
- Provide proof of identity before entering your home.
- Wear uniforms that display the Company name.
- Drive vehicles that clearly identify the partners name and that they are working in partnership with Gloucester City Homes
- Help you to move heavy furniture if you are unable to do so.
- Help you to lift carpets if you are unable to do so.
- Ensure you are kept warm and comfortable.
- Ensure that the work is carried out to a good standard.
- Use good quality materials.
- Carry out the work whilst you remain in occupation.
- Help tenants and residents with special needs.
- Ensure you are not left overnight without electricity and essential facilities.
- Leave the property clean and tidy.
- Decorate the kitchen and bathroom when they are refurbished.

- Pay an allowance towards the cost of redecoration in other parts of your home where disturbance has occurred.
- Carry out a technical survey to ensure that a consistently high quality of workmanship is achieved.
- Carry out a customer survey at the end of the home improvements to monitor your satisfaction with the service, so that we can continue to improve the way we do things.

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5. Performance Targets

Performance targets will vary slightly in relation to the types of work undertaken. However generally performance targets for Decent Homes Programme contracts will cover some of the following.

Cost against originally tendered price
Variations (number and cost)
Defects (number and consequential delay)
Safety (reportable accidents per 100,000 working hours)
Customer satisfaction (GCH survey of customers)
Client satisfaction (GCH survey of staff if we ourselves are the client or a GCH survey of the client e.g. Gloucester City Council if contract let on their behalf).
Complaints
% of installations completed on time

5. Other Supporting Policies and Procedures

- Procurement
- Response Repairs
- Empty Homes
- Home Safety (including Gas Servicing)
- Aids and Adaptations
- Water Safety Management
- Asbestos Safety Management

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