

Name  
Address line 1  
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Postcode

Date: 29 April 2025

Ref: Prop ref

Dear **Salutation**

### **Appointing a new repairs and maintenance contractor.**

We previously wrote to you (on 20 February 2024) to ask for your input into what your priorities were for how repairs and maintenance is done to Council homes. We are required by law to consult you about this contract award.

#### **The legal purpose of this letter**

We are proposing to enter into a Qualifying Long-Term Agreement (an agreement that is 12 months or longer) and Qualifying works (where contribution is £250 or more). This letter is the next stage of this process and comprises a 'Notice of Proposal'. It is a statutory notice served in accordance with section 20 of the Landlord and Tenant Act 1985 as amended by section 151 of the Commonhold and Leasehold Reform Act 2002 and complying with the requirements of Schedule 2 of The Service Charge (Consultation Requirements) (England) Regulations 2003.

#### **Notice of Proposal**

In February 2024, we asked you some questions and gave you until 25 March 2024 to send us any comments and answers. You can read the comments sent to us on our Customer Consultation page on our website at <https://www.milton-keynes.gov.uk/housing/housing-consultations> but we have provided a summary of the comments below.

Question	Response	Changes incorporated
How important is it to you to be able to ring up versus online?	60% of responses suggested this is extremely important	Locally based contact centre
How important is reporting repairs through the following ways?	Roughly even split between email, an app and online portal	All options will be available in the new contract.

Over 99% of our repairs happen within our emergency (4 hours) and routine (28 days) repair timeframes. Would you make any changes to the repair timeframes?	54% said they wouldn't change the timeframes	An additional 14 day type of repair has been added
We check how well things are going using measures such as how quickly a repair is done, how quickly we answer the phone, and how many repairs are completed first time. Are these the right measures?	69% said yes. Key areas were: <ul style="list-style-type: none"> <li>• Quality of repairs</li> <li>• Feedback/follow ups</li> <li>• First time fix</li> <li>• communication</li> </ul>	New requirements for managing and measuring the contract performance have been added.
Which bit of how we do repairs matters the most to you?	Key areas were: <ul style="list-style-type: none"> <li>• quality of work/repairs</li> <li>• better appointment times/flexibility</li> <li>• efficiency of completing repairs</li> <li>• communication</li> </ul>	One evening a week will be able to have routine repairs booked in by residents
What improvements are a priority for you?	Doing work that makes homes cost less to heat was the priority	
Which part of the contract do you think is the most important for the council to monitor?	These were ranked in order of: <ul style="list-style-type: none"> <li>• quality of repair</li> <li>• cost effectiveness</li> <li>• data analysis</li> </ul> First time fix, communication, appointments and respect were generally referenced in the responses	Contract places great emphasis on first time fix, communication and behaviours.
What are the top three things that would improve the service you get from the person doing the repair?	<ul style="list-style-type: none"> <li>• Quality of repair</li> <li>• Keeping appointments</li> <li>• communication</li> </ul>	
What are the top three things that would improve the service you get from the contact centre?	<ul style="list-style-type: none"> <li>• Call wait times</li> <li>• Polite staff</li> <li>• Good communication</li> </ul>	Communication and behaviours are part of the local contact centre requirements
If a contractor did not complete a job, how would you like it dealt with?	Responses indicated management/supervisors or the Council	The Council will have more control of the new contract
Provide an example of how MKCC can better manage	Comments included: <ul style="list-style-type: none"> <li>• Communication/updates from the Council or the contractor</li> </ul>	Strong management of the contract and better

repairs and maintenance responsibilities?	<ul style="list-style-type: none"> <li>• Getting work done right</li> <li>• Involving tenants</li> <li>• Speed and standard of work/checking quality</li> </ul>	communication requirements have been included for the Council
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In developing the tender documents, we focused on what changes you wanted from the new service and we've changed how we would manage the new contractor and their performance.

We have carried out a robust and prescribed procurement process which began on 1 August 2024 and went through various stages of detail. We have assessed and evaluated bids against the requirements of the new contract. Following the completion of this process, we plan to appoint the below supplier and can confirm that their bid has met our quality requirements and is the cheapest.

<b>Proposed Company</b>	<b>Address</b>	<b>Any Prior Connection? *</b>
Mears Limited	2 <sup>nd</sup> Floor, Unit 5220 Valiant Court, Gloucester Business Park, Gloucester, GL3 4FE	No

\*We must declare whether any business interests exist with a Milton Keynes City Council employee, such as them being a manager or company director.

### **What we are proposing**

We propose to enter into a Qualifying Long-Term Agreement and Qualifying Works with Mears Limited.

The contract is proposed to be for five years, with an option to extend for a further five years (10 years in total potentially). The contract price will be reviewed each contract year as set out in the contract terms and will be adjusted in line with Consumer Price Index.

Tenants, leaseholders and shared owners will be required to pay your due proportion of the cost of carrying out repairs, maintenance and renewal to your property, block and estate, as appropriate and per the terms of your lease/agreement. You will only be charged if work is carried out to your property, block or estate.

We cannot yet estimate how much you will be expected to pay because the costs are calculated based on works and services carried out. You will receive your next estimated service charge in March 2026. Leasehold contribution costs for qualifying works will be charged if and when works are carried out (subject to further Section 20 consultation).

## Have your say

If you would like to make any observations on this proposal, you can either:

- Comment at [www.milton-keynes.gov.uk/housing/housing-consultations/repairs-and-maintenance-consultation/repairs-and-maintenance](http://www.milton-keynes.gov.uk/housing/housing-consultations/repairs-and-maintenance-consultation/repairs-and-maintenance) (you can use the QR code to visit this page)
- Email us at [repairsconsultation@milton-keynes.gov.uk](mailto:repairsconsultation@milton-keynes.gov.uk)
- Write to us at Repairs Consultation Team, Milton Keynes City Council, Civic Offices, 1 Saxon Gate East, Milton Keynes MK9 3EJ



Observations must be with us on 30 May 2025 by 5pm. Unfortunately we cannot accept late submissions. We will respond to everyone who submits a comment within 21 days. If you are happy to be contacted by email, please provide us with your email address.

Once this stage of consultation is complete, there are no further actions for you. Subject to any comments made by residents as part of this consultation, the new contract is intended to start on 4 August 2025.

Yours sincerely

A handwritten signature in black ink that reads 'eACook'. The signature is written in a cursive, flowing style.

Alison Cook

**Assistant Director Housing Maintenance, Investment and Corporate Health & Safety**