

# Responsive Repairs & Voids Contract Review

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# Background

- Axis (Europe) Plc were appointed in April 2014 to deliver the following services to Croydon Council:
  - Responsive Repairs to Housing Stock
  - Void repair works to Housing Stock
  - Gas servicing and maintenance to domestic boilers
- Contract is potentially 15 years but included a break clause at 7 years i.e. March 2021 with the options to:
  - Terminate
  - Extend by 4 years

# Contract Review | What's happened so far

- Looked extensively at performance and relationships since start of contract
- Benchmarked costs against Peers i.e. Local Authorities & Housing Associations, other social housing providers.
- Benchmarked Performance – Key Performance Indicators for peer group and against targets.
- Resident & Stakeholder feedback inc
  - Consultation with Resident Groups
  - Wider digital resident consultation
  - Feedback from staff interviews Croydon and Axis
- Desktop investigation of other alternative 'models' – e.g Insourcing/DSO, Integrated Asset Management and a report detailing all options produced and presented to Councillor Butler & Councillor Hall.

# Contract Review | What's happened so far

- Full report went to Streets, Environment and Scrutiny Panel in February 2020
- COVID-19 halted the review as activities such as site visits were not possible.
- A draft Options report of other alternative models was still progressed.
- Recommendation report presented to Councillor Avis & Councillor Young
- Agreement with procurement colleagues and Councillors for recommendation to extend the contract for four years.  
(remembering the contract has a 12 month no fault break clause)
- Four year contract extension signed off at CCB in December 2020  
Does not require report to Cabinet as meets the criteria of reg28.4(d)

**ANY QUESTIONS?**

# Contract Review | What's next

- Formal letter of extension of contract to be issued to Axis
- Final full Options Appraisal deferred until 21/22 and will tie in with review of contracts under CDH&S
- Decision of extension will be published in the 'Invest in your Borough' report in February.

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