



Making People *Smile*

## CAPITAL PROGRAMMING REVIEW

### ❖ Working with the client in planning capital works.

*Mears have developed a very close working relationship with IC capital works team and we have collectively agreed on a procedural flowchart to provide best practice for planning our projects.*

*See Appendix 1*

### ❖ Quality control & Guarantees

*All works are re-evaluated & re-measurable when mobilised at actual construction phase. A main reason for this is that time lapsed from reports and surveys pre-construction could mean that some works have been completed or no longer required. Mears compile elevation drawings for all blocks, properties & communal areas and all repairs and measures are identified, marked up and agreed by IC project Manager or CoW before works are carried out. These drawings are then signed off when works have been stage checked for quality and satisfactory standard. Additional to this there are numerous other electronic and hard copy documents that must be completed. Guarantees are issued for complete component renewals such as roofs, windows etc. All other works are covered by 12 month defect period from time of practical completion of contract. See Example 1*

### ❖ Local Labour and supply chain

*With our current directly employed staff numbering 42 at Islington, our locally employed labour is currently at 43%. Whenever we have any vacancies our default employment process is prioritised towards employing locally. In our first term of this contract we have also taken on 6 apprentices all of which have been Islington residents. On top of this we have secured employment for a further 6 Islington residents with our contractors. We are also very proud of retaining all Islington TUPE staff at our Branch with 5 of the members collectively amassing 204 years of experience working in Islington.*



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*Finding suitable local firms and contractors is a more difficult task for a number of reasons; however 80% of our materials and sundries procurement is from local based merchants and companies.*

❖ Resident satisfaction and engagement

*Mears dedicate a Customer Care Officer to each contract whose primary role, is to engage with residents, as a first point of contact in appointing convenient access, notifying and keeping residents updated of works & programme, dealing with complaints and carrying out satisfaction surveys on completion of works. Mears have a 10 question survey that we submit to our head office monthly for board report. We are proud of consistently achieving a satisfaction level above 93%. Satisfaction surveys are also conducted by IC during and on completion of contracts. Mears Islington Branch is also focused on resident and local community engagement, some of which is evidenced in our Social Value Report in appendix 2 & 2A*

❖ Benchmarking & Comparisons

*Mears deliver an extensive range of services for social housing landlords nationwide. Comparisons can only really be made based on performance to, specific requirements of contract criteria and obligations set out in the term brief, tender documents as well as type of contract and or any additional signed agreements. Service levels will always be tailored to suit clients needs.*

❖ Summary

*The current Islington Major Works contract has some unique benefits in comparison to previous contracts and historical projects. Not least from lessons learned, case studies, consideration and inclusion of some procedures, introduced following customer feedback. Our contract is now Design & Build, SORs are bespoke set and prelim inclusive, securement of all tupe'd staff allows an ability to capitalise on a wealth of experience and local knowledge. With this comes dedication, pride and protection of a hard earned good reputation*