

LONDON BOROUGH OF CROYDON

REPORT:	Homes Sub-Committee
DATE	24 July 2023
REPORT TITLE:	Update on the Mobilisation of the Responsive Repairs Contracts
LEAD OFFICER:	Jerry Austin – Head of Repairs & Maintenance Susmita Sen – Corporate Director for Housing
PERSON LEADING AT SCRUTINY COMMITTEE MEETING:	Jerry Austin – Head of Repairs & Maintenance
LEAD MEMBER:	Councillor Lynne Hale – Deputy Mayor and Cabinet Member for Homes
ORIGIN OF ITEM:	This report has been included on the agenda for to update the Homes Sub-Committee on the progress made with mobilising the new Responsive Repairs Contracts.
PUBLIC/EXEMPT:	Public

1 UPDATE ON THE MOBILISATION OF THE RESPONSIVE REPAIRS CONTRACTS

- 1.1. Appended to this cover report is a presentation providing an update on the mobilisation of the responsive repairs contracts. This report has been included on the agenda to update the Sub-Committee on the progress made with both the mobilisation of the new contracts and the demobilisation of the service with the current provider.

2 RECOMMENDATIONS

2.1 The Homes Sub-Committee is recommended to:

- 1 Review the information provided and consider whether there is sufficient reassurance that the mobilisation of the new responsive repairs contracts is on-track for delivery.
- 2 Consider whether there is sufficient mitigation in place to manage the risks to delivery.
- 3 Consider whether there are any recommendations on the mobilisation of the responsive repairs contract to submit for the consideration of the Mayor.

3 REASONS FOR RECOMMENDATIONS

- 3.1 The successful mobilisation of the new responsive repairs contracts has previously been identified by the Homes Sub-Committee as crucial to rebuilding the trust of residents with the Council. As such scrutiny of the delivery of the contracts has been identified as a priority for the Sub-Committee.

4 APPENDICES

- 4.1. Appendix A – Presentation – Update on the Mobilisation of the Responsive Repairs Contract.