

# Heating Service 2017

**Housing**Executive

# Timeline

- Tenders were invited in February 2017
- Tenders were returned in March 2017
- Quality submissions were evaluated in March 2017
- Prices were reviewed in March 2017
- Board approved award in April 2017
- Staff Training May – October 2017
- Contractor & Staff joint awareness – 25 September 2017
- Starting date for Lots 3&4 – 1<sup>st</sup> October 2017
- Starting date for remaining Lots – 1<sup>st</sup> November 2017

# The Tender

- Invitation To Tender included core information re:
  - 6 Lots (two per Region)
  - One Contractor can only win one Lot in any Region
  - All heat sources included
  - Duration: 8 years (4+2+2)
- Additional information including:
  - Heat source per Region
  - Servicing nos. (historical)
  - Stock details, warranties & tenant abuse information
  - Previous planned installations & draft planned programme



# SITE MAP

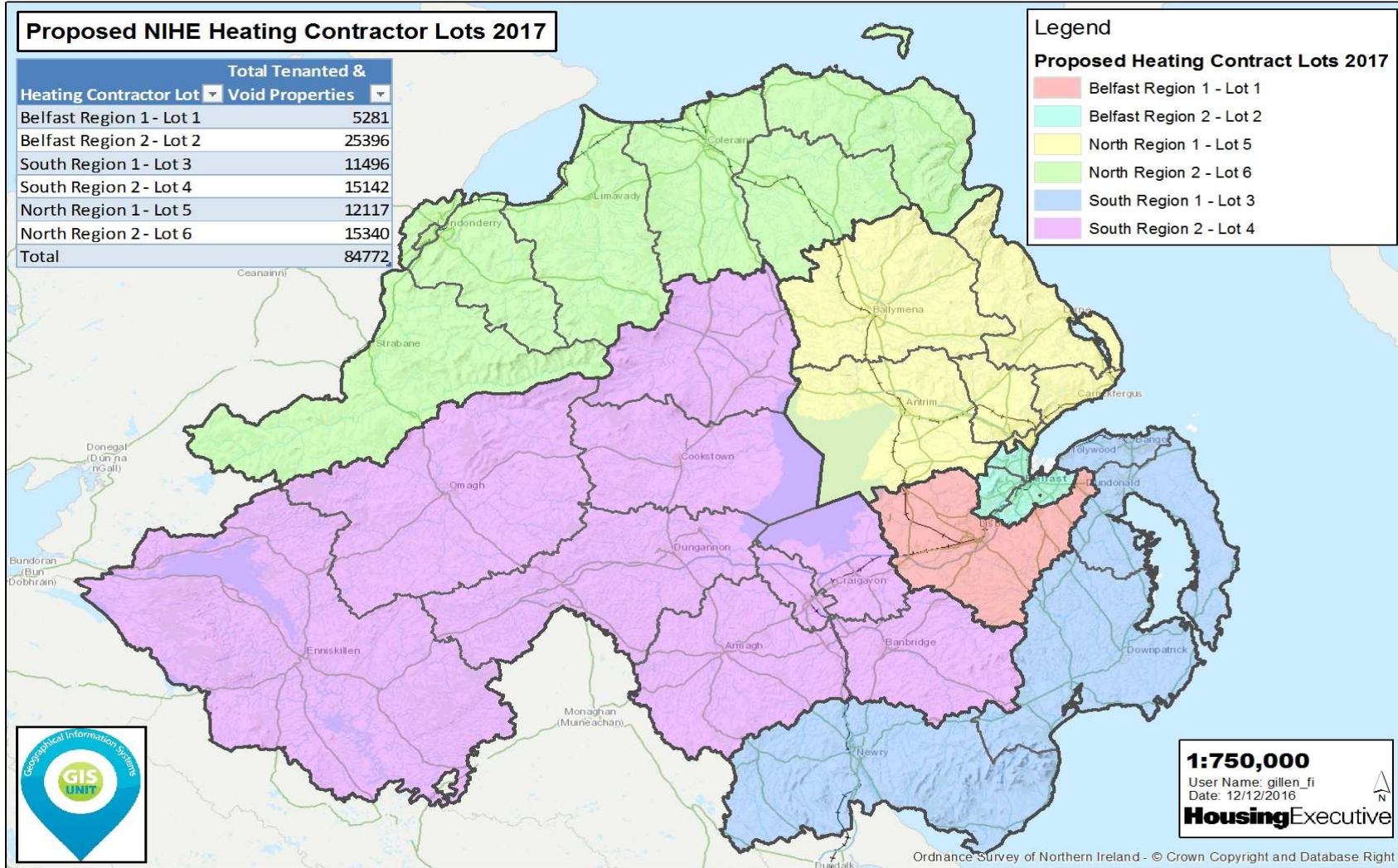
## Proposed NIHE Heating Contractor Lots 2017

Heating Contractor Lot	Total Tenanted & Void Properties
Belfast Region 1 - Lot 1	5281
Belfast Region 2 - Lot 2	25396
South Region 1 - Lot 3	11496
South Region 2 - Lot 4	15142
North Region 1 - Lot 5	12117
North Region 2 - Lot 6	15340
<b>Total</b>	<b>84772</b>

## Legend

### Proposed Heating Contract Lots 2017

- Belfast Region 1 - Lot 1
- Belfast Region 2 - Lot 2
- North Region 1 - Lot 5
- North Region 2 - Lot 6
- South Region 1 - Lot 3
- South Region 2 - Lot 4



**1:750,000**  
 User Name: gillen\_fi  
 Date: 12/12/2016  
**HousingExecutive**

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# Objective of the Contract

- The objective of the contract is to ensure that the Housing Executive
  - meets its **statutory obligations** as a Landlord,
  - protects the customer and the asset by ensuring the safety, continuity of operation, and the prompt repair of heating installations in its properties, through regular servicing, repairing and when necessary renewing its heating systems and
  - to ensure a consistent approach in the management and delivery of the Heating Contracts



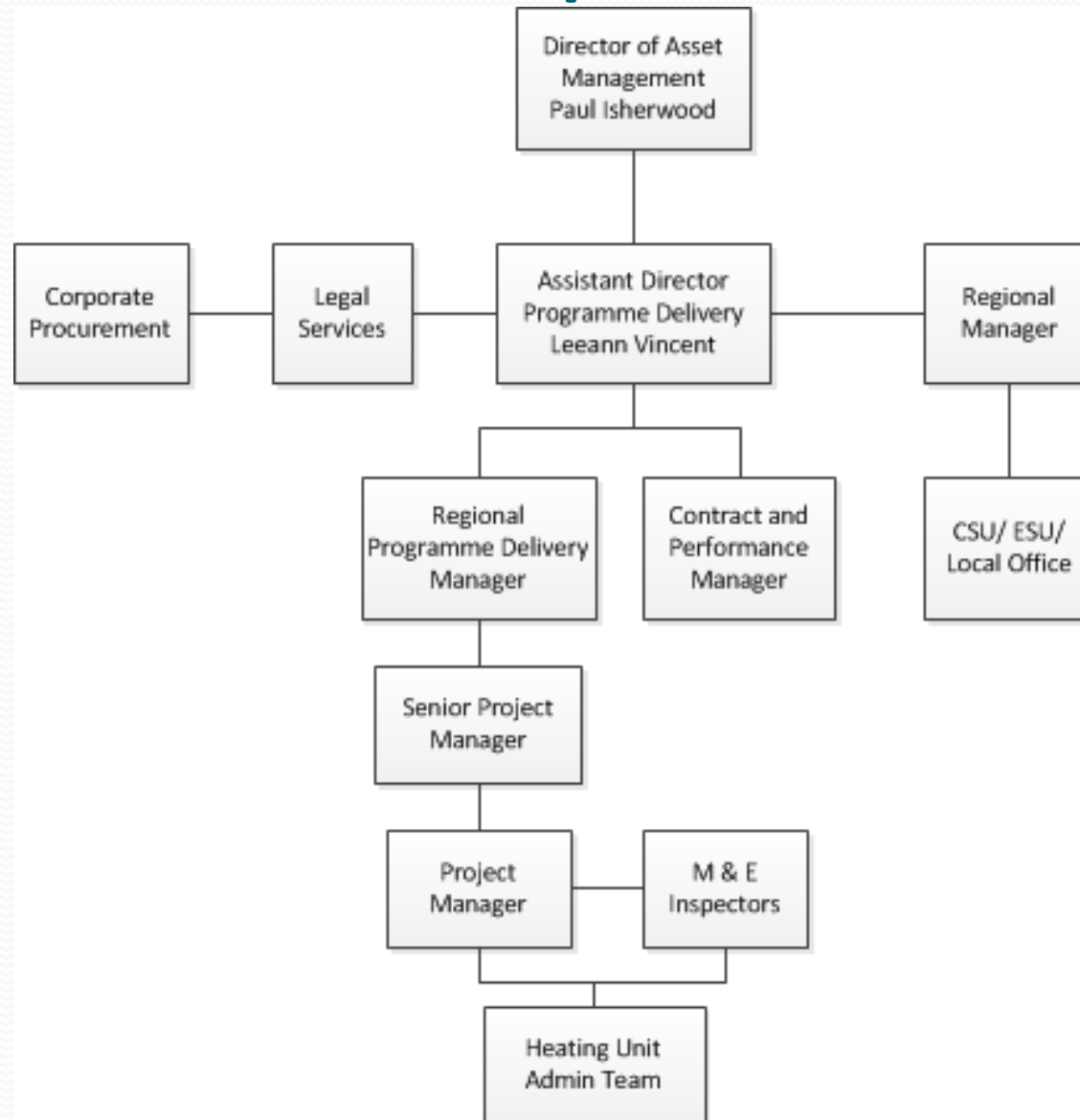
# Roles & Responsibilities



# Main change

- The contract and its delivery are managed by the Regional Heating Units
- Local Maintenance staff no longer have a formal role
- The Local Office role in relation to customers (refusals, no access etc) remains
- Local Office involvement (particularly in schemes) will be encouraged

# Roles & Responsibilities







# Senior Project Manager

- Chairs monthly contract performance management meeting.
- Manages the scheme delivery process (renewals)
- Ensures consistency and compliance.
- Ensures Contractor has certified Health & Safety management systems prior to enabling meeting.
- Manages resources and skills within the Heating Unit.



# Project Manager(s)

- Manage contract, issue job requests/Task Orders and manage budget and contract sum on behalf of the Regional Programme Delivery Manager.
- Manage Contractor performance and ensure compliance and consistency.
- Assist in identification and resolution of non-compliance issues and compile required reports.
- Provide monthly performance data to Contractor.



# Project Manager cont'd

- Authorise payments
- Manage inspection process
- Liaise with Local office (e.g. customer satisfaction/no access protocol), CSU and other stakeholders.
- Ensure CSU receive weekly updates re servicing & renewals to facilitate update of UDCs
- Ensure Local office advised of tenant installed secondary heat sources when identified by contractor



# Heating Unit Admin Team

- Makes appointments for
  - Post inspections
  - Joint inspections with Contractor
  - 3<sup>rd</sup> party joint inspections
- Deals with customer queries
- Checks weekly status reports & highlights issues
- Update heat source on IT system within 1 week of completion
- Minutes monthly performance (& other) meetings
- Assists with KPI calculation



# Inspectorate

- Responsible for ensuring compliance with statutory obligations and contract terms and conditions
- Attends benchmark property to assess
- Ensures compliance with specification-based on post inspection of work and documentation
- Highlights poor performance and escalates to Tier 2



# CSU - (Customer Service Unit)

- Receives calls/requests for service from customer
- Defines category of work (E,U,R & Y)
- Raises Nil Charge Job Requests
- Deals with second time calls
- Carries out customer satisfaction surveys
- Actively inputs to no access protocol-servicing



# Local Office

- Supports no access protocol – servicing
- Assists with no access/refusals (renewals)
- Customer liaison
- Prepares scheme brief
- Issues initial scheme letter to customers
- Supports/ involved in scheme delivery process and liaison
- Assists customers directly or by referral to CSU and/or Heating Unit (at office, via telephone)

# Service Information

## The Service



# The Service

- Statutory inspections and annual servicing
- Day to day responsive maintenance
- Renewal or upgrading of heating appliances and associated works
- Renewal of whole house heating installations regardless of heat source
- Other works which may be required to ensure the Housing Executive meets its legal obligations (Energy Performance Certificates, carbon monoxide detectors, oil spill remediation etc)



# The Service Cont'd

Service will apply to :

- Gas, Oil, Electric, Biomass, LPG, Solid Fuel,
- gas pipework installations for customer's cookers & other appliances (LPG and or Natural gas)
- Open fires
- Focal point fires
- Renewable sources
  - Solar thermal panels
  - Solar PV roof tiles and panels
- Oil spillage remediation works
- Asbestos services (surveying & removal)

# The Service Cont'd

The Service will not apply to

- Tenants gas cookers or other appliances
- Tenant installed oil/electric heating systems
- Tenant installed wood burning/ multi fuel stoves

Advice is to be provided to those customers who own, or are entirely responsible for heating connected to the NIHE's flue and or gas pipework, of their responsibility re: annually check for safe operation and service by Gas Safe Register registered engineers.

The Contractor is to immediately notify the NIHE of any customer installed appliances.



# The Service Cont'd

- The Contractor is to Provide the Service 24 hours per day, 365 days per year (366 in a leap year).
- The contract applies to any properties or land owned or controlled by the NIHE and other properties and land at which the NIHE requires works to be undertaken. To include but not limited to:
  - domestic/residential properties;
  - managed leasehold properties; and
  - hostel accommodation.



# Contractors working hours

Contractors Working Hours (*excluding Emergency repairs*)

*The Contractor may not undertake Task Orders to dwellings outside the hours indicated below:*

- Responsive Maintenance Works and periodic servicing
  - Monday to Friday - 08:00 hours to 20:00 hours
  - Saturday - 08:00 hours to 14:00 hours
- Heating / boiler Renewals
  - Monday to Friday - 08:00 hours to 18:00 hours
- Intrusive Works can only be carried out up to:
  - 17:00 Monday to Friday and 14:00 Saturday

# Contractors Obligations

- The Contractor is to Provide the Service 24 hours per day, 365 days per year (366 in a leap year).
- The contract includes any properties or land owned or controlled by the NIHE and other properties and land at which the NIHE requires works to be undertaken. To include but not limited to:
  - domestic/residential properties;
  - managed leasehold properties; and
  - hostel accommodation.





# Communication

- The Contractor must provide a single designated telephone number for out of hours Employees on duty to receive emergency instructions relating to the Tasks outside Normal Working Hours.
- The Contractor must provide an email address
- The Contractor is responsible for triaging all emergency calls and issuing the task order to the appropriate trade person on call.



# Communication

- The Contractor must provide a text messaging facility:
  - Confirmation text (immediately) when appointment arranged
  - Confirmation 24 (twenty four) hours prior to agreed appointment time.
  - Confirmation on morning of appointment, to be a minimum of 1 (one) hour before arrival time.

# Appointments

- The Contractor is responsible for making appointments with the customers. These must be made for initial & subsequent visits-NIHE expects 100% honoured.
- The Contractor must make contact with the customer within 45 mins of receiving the (non-emergency) Task Order to arrange a suitable appointment slot.
- The Contractor must undertake 2 pre-arranged appointments before Task Order cancellation due to no access

# Appointment slots

- The Contractor must accommodate the requirements of the customer to ensure access to carry out Task Orders.
- Monday-Friday:
  - Slots are AM; PM and evening
- Saturday:
  - Slots are AM and PM
- The Contractor has no right of access to a property without the customer's permission-including carrying out Tasks to the boundaries or grounds of a property.



# Access Procedure

Period of time for the Contractor to wait at the property for the customer to facilitate access

5 (five)  
minutes

Period of time for the Contractor to wait for a response from a customer to a request for access to carry out urgent work:

2 (two)  
working  
days

Period of time for the Contractor to wait for a response from a customer to a request for access to carry out routine work

5 (five)  
working  
days

# Identification-staff

- All staff must have an identification card, with
  - photograph of the member of Staff;
  - the Staff member's name;
  - Contractor's name, logo, address and tel. number;
  - N IHE's logo; and
  - the expiry date of the card (which must not be after the expiry date of the Contract).





# Identification-vehicles

- All vans must be white
- All vehicles used by Contractor's staff must clearly and permanently bear both the NIHE's logo and name and the Contractor's logo and name (irrespective of the ownership of the vehicle).
- The logo of the Contractor should be the same size as the logo of the NIHE.
- The colour references are: Image Perfect 5706 Real Grey Gloss and Avery 723 Dark Blue



# Completion times

- **Emergency Works**– (both inside and outside of NIHE normal working hours)>
- Responsive maintenance: To be commenced immediately on site and made safe within 2 hours and completed within 24 hours with a triage call to the customer within 15 minutes of receipt of the Task Order/Job Request.
- Void Works: To be commenced immediately and on site with all works to be completed no later than 24 hours if unable to complete within the first 2 (two) hours of receiving the Task Order or Job Request.

# Completion Times

- **Urgent:** To be commenced & completed within 4 working days
- **Routine:** To be commenced & completed within 15 working days
- **Priority Y(Servicing & Inspections):** To be commenced immediately and completed within 30 Calendar Days

# Completion times

- Renewal of heating appliances (per property):  
2 working days
- Renewal of heating installations (per property):  
5 working days
- EPC's in respect of renewals are to be produced within 5 working days of the completion of the Works.



# First time fix

- For breakdowns the Contractor is expected to complete 80% of such repairs at first fix or as a minimum within one day and 100% within two days, to minimise any disruption to the customer
- Where the above is not achievable with parts being unavailable the Contractor is to immediately notify the NIHE/ customer and provide time scales for completion of the works where replacement parts are required and record on Employers IT system **Temporary Heating**

# KPI Framework Servicing and Responsive Maintenance

- 1) Customer Satisfaction
- 2) Employers Post Inspection – Pass Rate
- 3) Response & Servicing Completed in Time
- 4) Contractors Accident Rate
- 5) First time Fix
- 6) Response Maintenance/ Servicing Appointments Kept



# KPI Framework Renewals

- 7) Customer Satisfaction – Renewals
- 8) Quality & Accuracy of Survey (including pricing)
- 9) Employers Post Inspections – Renewals
- 10) Delivered Within Programme
- 11) Recalls to defects in the defects liability period
- 12) Cost Predictability – Over claims
- 13) Predictability Estimated Costs





# KPI Framework – Both Servicing & Renewals

14) Default Notices Issued

The image features a solid blue background with a gradient effect. The top edge is decorated with a wavy, layered pattern of lighter blue and cyan colors, creating a sense of movement. In the center of the image, the words "Thank You" are written in a clean, white, sans-serif font.

Thank You