

Councillor Arthur Coote, Portfolio Holder for Housing

Report to Full Council – 22 April 2025

Portfolio Holders - Council Briefing

Summary

This report provides an update on five critical areas within Property Services:

1. **UNSL Joint Venture Demobilisation Complete:** The UNSL contract successfully concluded on 31st March 2025, with all transition activities completed as planned.
2. **Axis Europe Contract Successfully Mobilised:** The new maintenance contract went live on 1st April 2025, with week one progressing well and all TUPE'd staff undergoing rigorous training.
3. **Stock Investment Planning and Asset Management:** A comprehensive review is addressing data inconsistencies from UNSL, with development of 5, 10, and 30-year investment plans alongside a new Asset Management Strategy.

Background

UNSL Joint Venture Demobilisation - Complete

We have successfully completed the demobilisation of the UNSL contract, which formally concluded on 31st March 2025.

Key Outcomes:

1. All demobilisation activities completed on schedule
2. Data transfer and validation process finalised
3. Legacy works list documented and handed over to Axis Europe

Table: Demobilisation Activities

Component	Actions Completed	Status
Data Transfer	Third-party data profiling completed with all tenant and property data transferred	Complete
Legacy Works	Full inventory of outstanding works compiled and transferred to Axis Europe	Complete
End of Contract Audit	Consultant being sourced and audit process initiated	In Progress

Axis Europe Contract Mobilisation - Complete

The mobilisation process for our new maintenance provider has been successfully completed, with the contract going live on 1st April 2025.

Key Updates:

1. Week one of the new contract has progressed well with no significant issues reported

2. All TUPE'd staff have been undergoing rigorous training on Axis and UDC protocols and requirements
3. Emergency repairs service transition has been delivered

Table: Mobilisation Outcomes

Component	Actions Completed	Status
HR and TUPE	Staff successfully transferred to Axis Europe	Complete
Induction	Comprehensive five-day induction programme delivered	Complete
IT Integration	Systems successfully integrated and operational	Complete

Internal Client Team Establishment

To ensure robust contract management and service delivery, we are establishing a dedicated internal client team.

Key Updates:

1. Five positions have been filled internally
2. Recruitment is currently underway for four remaining key positions:
 - Director of Property Services
 - Building Safety & Compliance Manager
 - Contract Liaison Manager
 - Stock Condition Surveyor
3. Brian Burton continuing as interim Director to ensure continuity

Stock Investment Planning and Asset Management Strategy

We are addressing significant challenges with the quality and consistency of stock condition data provided by UNSL through a detailed review process.

Key Updates:

1. Comprehensive data review comparing UNSL completion claims, invoicing, and Savills survey
2. Draft Asset Management Strategy created as foundation for final strategy
3. Tenant and member workshops to ensure stakeholder input – 10th April 2025

Table: Asset Management Strategy Key Elements

Component	Focus Areas	Implementation
Investment Planning	Development of 5, 10, and 30-year programmes	Based on validated stock condition data
Regulatory Compliance	Decent Homes Standards and statutory requirements	Prioritisation of safety and compliance works
Sustainability	Energy efficiency improvements and carbon reduction	Alignment with UDC climate action goals
Resident Engagement	Consultation mechanisms and feedback processes	Workshops and surveys planned

Next Steps

Contract Management

- Complete recruitment process for the four remaining key positions
- Continue monitoring Axis Europe's performance during the initial contract period
- Finalise the forensic audit of the UNSL contract

Stock Investment and Asset Management

- Complete data review and develop investment programmes
- Finalise workshops with tenants and members
- Present final Asset Management Strategy for Cabinet approval

We remain committed to ensuring the new contract delivers high-quality services, addressing all compliance and safety requirements across our housing stock, and establishing robust contract management processes through our internal client team.