

Asset Management & Investment

Community & Housing Scrutiny
Committee Planning Group



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Investment Objectives

We have set out our Asset Management Planned Investment Programme Delivery Plan for this year which aligns to the following 5 objectives:

- Objective 1. Health and safety
- Objective 2. Improving the quality of housing
- Objective 3. Maximising energy efficiency to promote environmental sustainability and tackle fuel poverty.
- Objective 4. Maximising external investment
- Objective 5. Maximising efficiency and impact



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Challenge to Mears

Service improvements and what we expect:

- Our Voids process has been improved with Mears directed to perform against set turnaround targets. A lettable standard has been written for Mears to deliver against and follow.
- Targets on the average number of days to complete a repair has reduced as we stretch Mears to deliver repairs within A 10 day window.
- Customer satisfaction targets have been increased with Mears service target set at 8-10 scored as satisfied.
- Digital transformation and customer experience improvements. Mears were instructed to provide customer friendly digital platforms for improved customer contact. 2 way text and track is already live with an introduction of a tenants' portal planned for October 2021.
- Deliver our Decent homes 'Plus' standard investment programme.



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Further improvement

- Council Drop-in Surgeries across estates planned to improve resident and community feedback & engagement on our services.
- A local offer is being finalised detailing our commitment to our residents.
- MKC Customer Relationship Manager appointed and tasked with championing continuous customer experience improvements.
- Increased resource with 4 x additional MKC Building Surveyors appointed to monitor quality, cost and timeliness of works delivered by Mears.
- Improved KPI reporting for performance monitoring of Mears.
- Increased MKC capacity at Mears office to allow for closer oversight of services delivered by Mears.
- Regular operational and strategic meetings held with Mears to continuously monitor and improve the service.
- Further stock condition surveys across our housing stock planned.



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Mears Presentation

Peter Baldwin
Mears Managing Director