



West Neighbourhood Repairs and Maintenance Partnering Contract July 2010

The West Neighbourhood are pleased to announce that, following the recent re-tendering process for Zone 9, a new repairs and maintenance contract has been awarded to DW Contractors. The contract will replace the existing service being delivered by Mears West, but will not affect the Zone 2 arrangement within the South East Neighbourhood.

The selection process, involving a full tender submission, presentations, interviews and references was conducted over six weeks, supported by our Shires Neighbourhood Committee Chair, Stan Swann and staff from both the neighbourhood team and L&Q Direct.

The contract will officially commence in September, but repairs orders will start to be issued to DW Contractors around mid August to ensure an effective handover of the service is achieved. The Zone 9 contract covers the Shires area, extending across Berkshire and into the northern and southern counties of Oxfordshire and Hampshire respectively – a total of 3500 properties.

For DW Contractors, this is their first contract with L&Q, which will be awarded for a four year term. DW Contractors started trading in 1986 and have extensive experience of delivering responsive repairs contracts across a number of other Housing Associations and Local Authorities. They are based in Oxford, with an additional office in West London, from which this contract will operate. As a local firm, they are keenly aware of the importance of resident services, understanding needs and investing in communities and recruiting staff from the local market. L&Q will be working with DW Contractors to extend employment opportunities to our residents and fully imbed a programme of apprenticeship schemes.

L&Q and DW Contractors are looking forward to fully establishing the partnering contract and delivering on our joint objective - to continually increase resident satisfaction with our repairs and maintenance service.

Nick Marsh
Assistant Director, Property Services
West Neighbourhood
16 July 2010