

Management Agreement Variation Schedule

Request Number	
Nature of Variation Request	Yorke Drive Estate Regeneration Project
Commencement of Change	At point of appointment of the staff
Variation Amount	£57,525 for 2018/19
Date of Request	19 March 2018 (negotiations and discussions concerning this concluded through June/July 2018)

Detail on Cost
<p>Costs:</p> <ul style="list-style-type: none"> ▪ Year 1 – Resident Liaison Officer/Senior Housing Officer - £76,700 per annum – pro rata for 1 July 2018 – 31 March 2019 ▪ Year 2 and on-going – Resource to be confirmed dependant on outcome of CT work (Dec 18) and funding bids to take forward the project. <p>NB:</p> <ul style="list-style-type: none"> ▪ NSH are, within the current management fee, contracted to provide housing management and repairs service to the HRA estates, including Yorke Drive, therefore this variation reflects the additional tasks generated and bespoke to this project. ▪ Should the regeneration project not be implemented, due to no external funding being available to bridge the funding gap, then additional resource requirements for Yorke Drive may have to be considered to manage any resulting reputational issues with local residents.
Context
<p>The Council has employed regeneration experts Campbell Tickell (CT) to support the master planning process related to the proposed improvements to the Yorke Drive Estate in the Bridge Ward of Newark.</p> <p>As part of their work CT has developed and implemented a comprehensive stakeholder engagement and communications strategy, which the Company will need to take forward and deliver once CT's contract comes to an end in December 2018.</p> <p>The Company will be responsible for delivering on the ground resident liaison functions during the improvement works delivery, working closely with the Council, its master planners (architects), building contractors and other associated professional team members.</p> <p>As the Council's housing management contractor, the Company is a key partner in the delivery of the Yorke Drive estate regeneration project. The Company has expertise in the areas of community engagement, tenancy management, resident liaison, finance, development and asset management.</p>

The **Year 1 variation** is in relation to the role the Company will undertake, as the provider of the housing management service, to lead **resident liaison** during both the master planning period and delivery of the regeneration project, responding to concerns and issues raised by residents, supporting individual residents through all aspects of rehousing arising from the implementation of the project.

The overarching requirements for the Company are to:-

- Ensure that all matters of the Yorke Drive Estate Regeneration Project related to consultation and rehousing are effectively progressed; and
- Deliver tenant and resident involvement on the estate related to the Yorke Drive Estate Regeneration Project.

Specific activities will be to:

1. Draft the rehousing policy and submit to the Council for consideration and approval by the end of August 2018.
2. Implement the approved rehousing policy (*rehousing/decant/home loss compensation*) and any amendments to the Allocation Scheme.
3. Manage the handover of all matters relating to resident liaison from CT.
4. Hold one-to-one discussions with affected residents to establish circumstances and need, and to explain and follow procedures around home loss and disturbance.
5. Arrange and support the allocation of suitable alternative accommodation.
6. To support the packing, disconnection and reconnection of utilities and arrange the removal services from one home to the other.
7. To carry out the settling in visit, in the residents new home and deal with any associated concerns.
8. Deliver tenant and resident involvement on the estate related to the improvement project on conclusion of CTs contract.
9. If appropriate run and manage the local consultation panel on conclusion of CT's contract.
10. Provide regular communication with tenants and residents concerning the improvement project, (Inc. newsletters and social media), on conclusion of CT's contract.
11. Formulate communication and record keeping systems for all matters related to resident liaison.
12. Act as a liaison point throughout the improvement works, e.g. liaising with build contractors, etc.

Within the current management agreement the Company will continue to:

- Deliver effective management of all estate matters and act upon the 'estate' outcomes from household survey undertaken by Campbell Tickell.
- Liaise with relevant agencies to provide solutions to estate, tenancy, community and consultation issues as they arise.

Impact of Change or not doing the change

Effective delivery of the Yorke Drive Estate Regeneration project

Outcome of the Change	
<p>The change enables progression of the following action in the 2018/19 delivery plan:</p> <p><i>To support the council in delivering the Bridge Ward Estate Regeneration Project</i></p>	
Any Specific Changes Required, i.e. Constitution Change, Management Agreement Element Change.	
Decision Made:	Approved
Reason if not approved:	
Decision Made By	<p><i>Karen White</i> Director - Safety</p>
Date of decision	9 July 2018 – (made as urgent delegated decision after consultation with Cllrs. David Lloyd and Paul Peacock)