

Our Ref: JH/

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Dear Headteacher

IMPORTANT INFORMATION ABOUT NEW CONTRACTORS FOR REPAIRS AND MAINTENANCE WORKS UNDERTAKEN THROUGH MASS

I am sending this letter to advise you about new arrangements that are being implemented for the contracting of repairs and maintenance works with effect from **Saturday 1 February 2020**. Please could you share this information with relevant members of staff, including those who are likely to require to report emergency repairs outside of normal office hours.

ALL WORKS SHOULD CONTINUE TO BE REPORTED VIA THE PROPERTY HELPDESK ON TEL: 01609 532020 OPTION 2

The new arrangements have been established on a slightly different basis that were designed to ensure that the County Council continues to maximise the value that it obtains in the work that it commissions. There are two main differences in the new arrangements, which are: -

1. For the purpose of contracting the County is now split into East and West, as per the attached plan; and
2. The electrical servicing and repair work that was previously undertaken via Kone has now been into separate lots via which the contractors will be engaged directly by the County Council

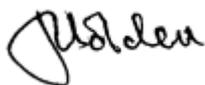
The contractors who will be undertaking the majority of the work on a day to day basis are noted below. You will note that it is only for the Responsive Maintenance works that we have different contractors in the East and West of the County

	East	West
Responsive Maintenance	ESH	Tom Willoughby's
Mechanical Servicing and Repair	HCS	HCS
Fire and Security Alarms – Service and Repair	SPIE	SPIE
Lifts – Service and Repair	Ace Elevators	Ace Elevators
Automatic Doors – Service and Repair	GEM Automatic Doors	GEM Automatic Doors

The contact arrangements for reporting issues remain the same. All requests, including out of hours, should be reported via 01609 532020 Option 2. Staff who do report responsive maintenance issues out of hours will need to be aware as to whether they are in the East or West of the County in order that they can be directed to the correct contractor.

We have undertaken some substantial work over the last few months and will be continuing to do so to ensure that the transition to the new contracts is as smooth as possible. If you do encounter any issues then please let us know in order that we can get them resolved.

Yours sincerely



Jon Holden
Head of Property Service