Agenda Item No:	7
Report To:	Cabinet
Date of Meeting:	6 December 2018
Report Title:	Housing Revenue Account (HRA) Business Plan 2018-2048
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Portfolio Holder **Portfolio Holder for:**	Cllr. White, Portfolio Holder for Housing Cllr. Shorter, Portfolio Holder for Finance & IT

ASHFORD
BOROUGH COUNCIL

Summary:

This report provides an annual update to Members on the financial projections associated with the HRA Business Plan.

Work has been undertaken to review the cost base of the HRA and model for the life of the business plan. The Plan has been updated to allow for the latest planned maintenance schedule and the approved capital schemes.

In addition, the Business Plan model is in the process of being amended to reflect the recent government announcement that, with effect from 29 October 2018, the HRA debt cap has been removed to allow councils to build more housing. Officers will review the Business Plan in light of this announcement and will present an update to Members in the new year.

Overall, the plan remains affordable.

Key Decision:	No
Significantly Affected Wards:	None
Recommendations:	**The Cabinet is asked to:-** **I. Review and agree the updated HRA Business Plan and financial projections. Including the consequences of the inclusion of the AHP program on the level of HRA borrowing.** **II. Note that Overview and Scrutiny (O&S) are required to review the HRA Business Plan financial projections as part of the budget scrutiny process.**
Policy Overview:	The Council is required to have a 30 year business plan for the Housing Revenue Account (HRA).
Financial Implications:	This paper provides an update to the financial position of the HRA over the next 30 years. The financial model forecasts that the HRA business plan continues to be a robust and viable business and is able to deliver its key

	priorities. The financial model is a tool for testing existing priorities, the impact of changes in Government policies and changes in key business sensitivities such as inflation to ensure that Ashford's plans remain affordable
Legal Implications	
Equalities Impact Assessment	As part of the final budget which will be reported to Cabinet in February 2019.
Other Material Implications:	None
Exempt from Publication:	**No**
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Report Title: Housing Revenue Account Business Plan 2018-2048

1. The HRA is a ring-fenced, self-financed operation funded by council tenants, through rent, not Council Tax. It manages, maintains and repairs nearly 4,700 properties. It also monitors and funds the Private Finance Initiative (PFI) for the regeneration of Stanhope in South Ashford.

2. The HRA Business Plan Model is a fluid document that officers are updating regularly throughout the year. As part of the annual budget setting process members receive an update of the HRA Business Plan financial projections. This report updates the position for the period 2018-48. It should be noted that Officers are in the process of updating the model to incorporate the removal of the HRA debt cap, which will affect the 30 year business plan. It is intended that this update will be presented to Members in the new year.

Introduction and Background

3. The Council is required to have a 30 year Business Plan for the HRA. To support this a 30 year financial model, sourced from the Chartered Institute of Housing, is maintained, which forecasts the financial position, capital requirements and cash flow for the HRA and allows the long term viability of the service to be modelled and tested.

4. As part of the national reform of the HRA subsidy system, in March 2012, the Council completed the buyout of the HRA from the housing subsidy system for £113.7m, transferring a proportion of the national housing debt. Total HRA debt is currently £115m, an average of approximately £23,100 per property. The existing use value of social housing is held at 33% of Market Value, this EUV-SH is, for Ashford, approximately £54,600 (with the Market Value approximately £165,000). Both valuations are well below the average debt per unit.

5. As part of the HRA reform, Government imposed a debt cap for each Local Authority, Ashford's debt cap was £126m, this limited the level of debt each authority could have for its housing stock. It was announced, as part of the 2018 Autumn budget, that the HRA debt cap would be abolished from 29 October 2018, to enable councils to increase house building. More detail on the abolition of the debt cap and the likely impact for Ashford is included elsewhere in this report, but currently government have abolished the cap and have not imposed any controls on authorities to manage this change in policy within the national fiscal framework.

6. Before the announcement, this Authority had been developing a bid to increase the debt cap by £61m and therefore have a number of sites already identified to deliver more properties. The details of these additional sites are referred to in the Affordable Housing report being considered on the same Cabinet agenda as this report. The removal of the debt cap now provides the financial basis for the Council to proceed with these additional sites. Therefore, this model shows an increase in borrowing attributed to the HRA of £61m.

7. The Housing Framework (agreed at Cabinet May 2018) sets out the broad principles for Housing and the delivery strategy, including the development of

an Affordable Homes Delivery Plan. This will form a basis to set out the reviewed delivery approach, internal governance arrangements and drive the HRA Business Plan priorities. A further report will come back to members.

8. Further work is underway to clearly set out the opportunities that the debt cap removal provides, to increase the delivery of affordable housing and to consider internal governance arrangements required to manage this process. Officers will report on the impact of this in the new year.

9. The Current Housing Framework Key Principles are set out below:

    a. Continue to build/acquire new homes for a range of tenures and needs, including shared ownership and homes for rent; utilising all available internal and external funding streams, as appropriate

    b. Plan to rebuild/remodel the council sheltered accommodation across the borough to provide high standard accommodation for older and vulnerable persons, including ex-forces applicants, from the borough

    c. Decent Homes Standard to be maintained over the 30 year Business Plan cycle

    d. Provide an adequate programme of disabled adaptations to meet the needs of disabled tenants within a reasonable timeframe

    e. Identify opportunities to remodel existing stock to cater for the needs of homeless people.

10. The current business plan sets out the mechanism to enable the delivery of affordable housing, including the effective use of HRA resources, in light of removal of the debt cap. The Affordable Homes Delivery report (elsewhere on the agenda) sets out an initial 25 sites (in exempt appendix 3), all of which are included in the HRA Business Plan. However, this does mean that the HRA debt will increase from current levels by circa £61m.

11. Due to the impact of the four year 1% rent reduction, implemented by Government in 2016/17 (2019/20 being the final year), a service review of Housing was implemented, and approved in December 2016, which has mitigated the effects of the rent loss over the four year period. Housing have taken a pro-active approach to further review the service and are currently undertaking a 'Lean Review' to challenge the processes and drive efficiencies for the HRA. The results from this review are currently being assessed and have therefore not been included in the current model.

Significant changes

Removal of Debt Cap

12. Since 2017/18, the council has been negotiating with Government to increase Ashford's debt cap to enable a number of house building and sheltered housing projects. As a result of the volume and scope of requests, from Local Authorities, Government removed the debt cap for all local authorities from 29 October 2018. Currently Government have published the revised regulations that remove the debt cap but there has been no other guidance published on how government wish to monitor and manage Housing debt in relation to the public sector balance sheet.

13. Following this announcement the HRA Business Plan is being reviewed to incorporate a number of potential projects as well as changing the timing of existing projects, officers will continue this work and report on the results to

members in the new year.

14. One of the issues officers are considering is that of Prudential Borrowing. As Government no longer limit HRA borrowing the council needs to understand the impact of this change on the governance arrangements for the HRA, and revise the operational and authorised limits as appropriate, using the Business Plan model to understand the viability of each project, and the effect of each project, on the overall viability of the business plan. This report models and increases Housing debt to reflect the AHP that Members are being asked to approve.

15. The Affordable Housing Programme report (elsewhere on the agenda) sets out the position regarding potential projects in more detail.

Modelling Assumptions

Projects

16. A number of approved projects have been incorporated into the model, these are as follows:

- Danemore
- East Stour Court
- Affordable Housing Project
- Poplars
- Halstow Way
- Oakleigh
- Court Wurtin
- The purchase of 10 street properties in 2018/19

17. The HRA Affordable Housing Programme report (elsewhere on the agenda) contains an exempt appendix (appendix 3) which contains details of the sites being proposed for development in the forthcoming years.

Inflation Forecast and Impact

18. Movements in inflation are a key sensitivity in any financial modelling and the HRA financial model applies a number of inflation assumptions to costs and income items in the budget.

19. Rent income is, according to Government formula, to increase by CPI+1%. However, due to pressures on the welfare budget Government put in place a rent reduction programme, of 1% per annum for the four years between 2016/17 – 2019/20. Government have advised that rents will revert back to CPI+1% from 2020/21 for at least 5 years, therefore the model assumes that after this 5 year period rent increases by CPI only.

20. Inflation assumptions have been updated in the model to reflect those used in the Medium Term Financial Plan (Approved at Cabinet November 2018), these assumptions were provided by Arlingclose, the council's treasury advisors.

Interest Rates and amount set aside to repay debt or invest in future capital projects

21. The vast majority of HRA borrowing was taken out at fixed rates, so interest rate risk is largely managed through this process. The interest rate risk of any future borrowing will need to be considered at the time.

22. The model assumes that the authority uses HRA balances to repay additional borrowing when it can. As a result it is anticipated that the authority will only have £5,000,000 of debt by the end of the plan. However, this model does not include any unapproved projects, or the impact of the debt cap removal. It is expected that this position will change.

23. If the debt repayment were to be extended, without investing in new projects there would be a significant risk that the HRA would hold significant cash balances, as well as continuing to have outstanding loans. This would create a cost of carry, whereby investment returns are lower than the corresponding cost of holding debt; this could become an issue if investment returns remain low for a significant period.

Welfare Reform

24. A continuing risk for the Business Plan is the impact of Welfare Reform, in particular the roll out of Full Service Universal Credit (UC). Despite Ashford's statistics continuing to show high rent collection levels those Local Authorities that have implemented Full Service UC are seeing arrears levels increase significantly. Ashford saw the implementation of Full Service UC on 20 June 2018, since this date there is an average of 7.8 new claims per week. With the average debt per tenant rising from £402 to £640 over this period. This is lower than the county average and is attributed to the provisions put in place prior to full service rollout. At the time of writing there were a total of 156 arrears cases.

25. Sheltered housing continues to present a lower risk, regarding welfare reform. This is due to the age demographic of the tenants in these properties, who are exempt from many of the reforms.

26. Officers will continue work towards minimising the impact of welfare changes for both tenants and the council. However, it is important to acknowledge the potential for issues as welfare reforms continue to rollout, in particular UC.

27. Officers continue to monitor new cases using IT solutions, the UC Landlord Portal (with which the council have Trusted Landlord Status) and existing procedures to mitigate the effects. Officers will continue to monitor arrears and reflect observations in the Business Plan model, as appropriate.

Other assumptions included in the model

28. Disabled adaptations are anticipated to be £500,000 per annum, with the aim that we can deliver required adaptations within six months.

29. The repairs contract has recently been re-tendered, the model has not yet been updated for the additional costs, anticipated to be around £100,000 per annum. It is expected that underspends in the capital maintenance programme will offset this additional expenditure. However, in the longer term the new contractor for repairs, maintenance and voids will manage a number of work streams that have previously been managed in-house. It is anticipated that operational efficiencies, such as first time fix, will lead to greater productivity, as staff will be able to focus on quality inspections and preventative inspections (For further details of how the new contract differs to the previous contract please see Appendix B). The full impact of these changes on day-to-day working practices is not yet known. Officers will continue to monitor and any anticipated savings will be included in future iterations of the Business Plan model.

30. In addition to this, a Lean Review is being undertaken in Housing, specifically

the Repairs department. It is hoped that, in the longer term, efficiencies made in processing will be reflected by savings.

31. The purchase of 10 street/off plan properties, using 'one for one' money has been included for 2018/19. The model is currently being re-worked to incorporate the lifting of the debt cap, which may provide further opportunities in this area, however following a consultation with Government councils could be restricted with these types of purchases (see paragraph 38 below). Therefore, it should be noted that these numbers could change. Delegated authority to vary these numbers was given to the Head of Housing and Director of Finance & Economy, in consultation with Portfolio holders, as part of the Financial Monitoring Report, presented to Cabinet in November 2017.

32. The model continues to maintain a minimum reserve balance of £1m, to meet approved priorities, this minimum balance is in line with that of other authorities. Any surplus resources will either be, invested in new income streams, or be used to repay the housing debt and reduce the Housing Capital Financing Requirement (HRA CFR), which is a measure of the HRA's indebtedness.

33. Right to Buys have been difficult to predict in recent years, with 16 having taken place this year to date (there were 7 at this time in 2017/18 and 31 at a similar time in 2016/17). However, we are anticipating, on average, 25 sales per annum for the life of the plan. These estimates will be continually reviewed as more information is available.

Capital Receipts

34. Capital receipts received for the sale of council properties, under the Right to Buy (RTB) scheme, have been built into the financial model.

35. It should be noted that capital receipts from Right to Buys are also applied to General Fund capital programme items, such as Disabled Facilities Grant (DFG) and community projects.

36. The authority is part of a Government scheme to re-invest Right to Buy receipts in affordable housing, known as 'One for One Replacement', as a result the Council retains Right to Buy for this purpose. These receipts need to be used within three years for the provision of additional affordable housing units and can account for up to 30% of the build cost, per unit. If these receipts are unused within 3 years, they are returned to the Secretary of State with an interest charge of 4% above base at the time of the funds being held (compound interest chargeable).

37. Earlier in the year government consulted on plans to make changes to the use of receipts from Right to Buy sales. These proposals will have a significant effect on the Business Plan and once officers have received clear guidance from Government the impact will be modelled and plans revised accordingly, in liaison with Members. However, at the time of writing, there has been no detail from Government to allow this modelling to take place.

38. It is expected that any changes will be based around the three main consultation areas, which were as follows:

    i. Currently One for One money can account for up to 30% of a new build property, the consultation suggested the Government were considering greater flexibility in this ratio, perhaps

allowing a 50% ratio for the provision of social rented housing, rather than affordable rents

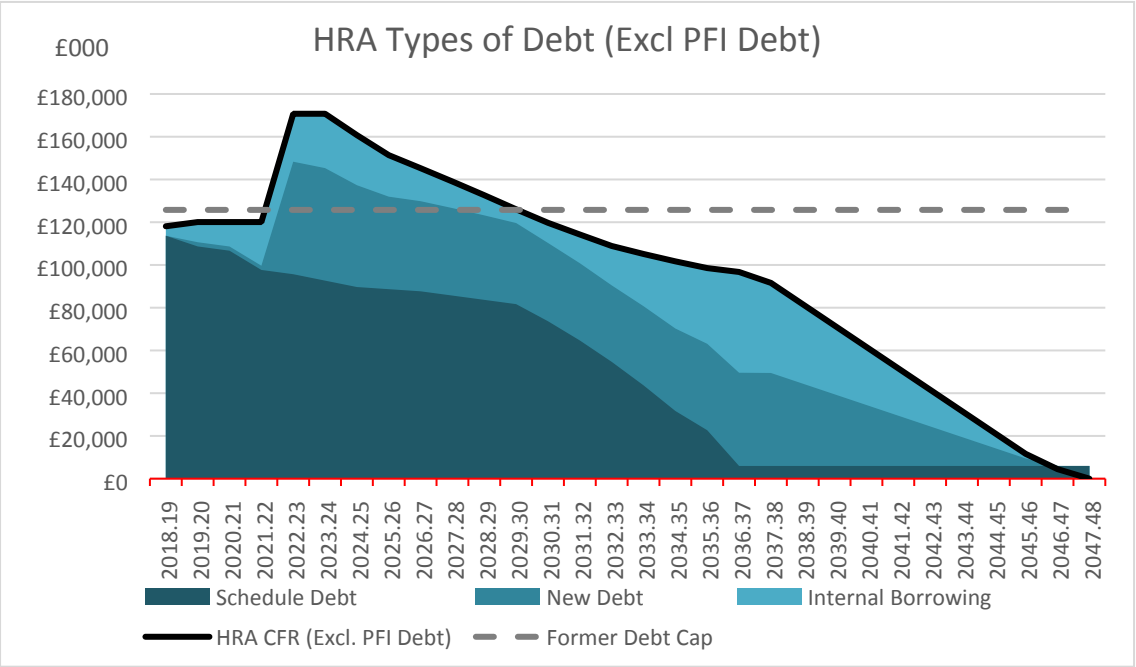
ii. The current time frame to spend receipts is 3 years, the consultation proposed extending this to 5 years for existing receipts

iii. Councils are currently able to spend One for One receipts on the purchase of existing properties, the consultation proposed a cap on the purchase price of these properties of £167,000 (South East cap).

Modelling HRA Debt and Capital Resources

39. A model for the first 10 years of the Business plan is attached to this report at appendix A. This table shows the cash in and outflows for the HRA and gives a forecast HRA balance at the end of each year. This is supported by a larger forecast over the remaining 20 years of the business plan.

Graph 1: Amount of HRA Debt held (values shown in £000's, year 1 – 2018/19)



40. Graph 1 shows the HRA CFR (Capital Financing Requirement is a measure of the level of debt needed) outstanding for the life of the HRA Business Plan and how it is made up, for example the current debt portfolio (shown in dark blue), as well as additional borrowing taken out as these loans mature.

41. The dotted line represents the old debt cap to illustrate to members the level at which HRA borrowing is increasing.

42. In the graph above the HRA CFR is defined as the amount of housing debt held by an authority.

43. It is assumed that debt will be repaid, using HRA balances, where possible.

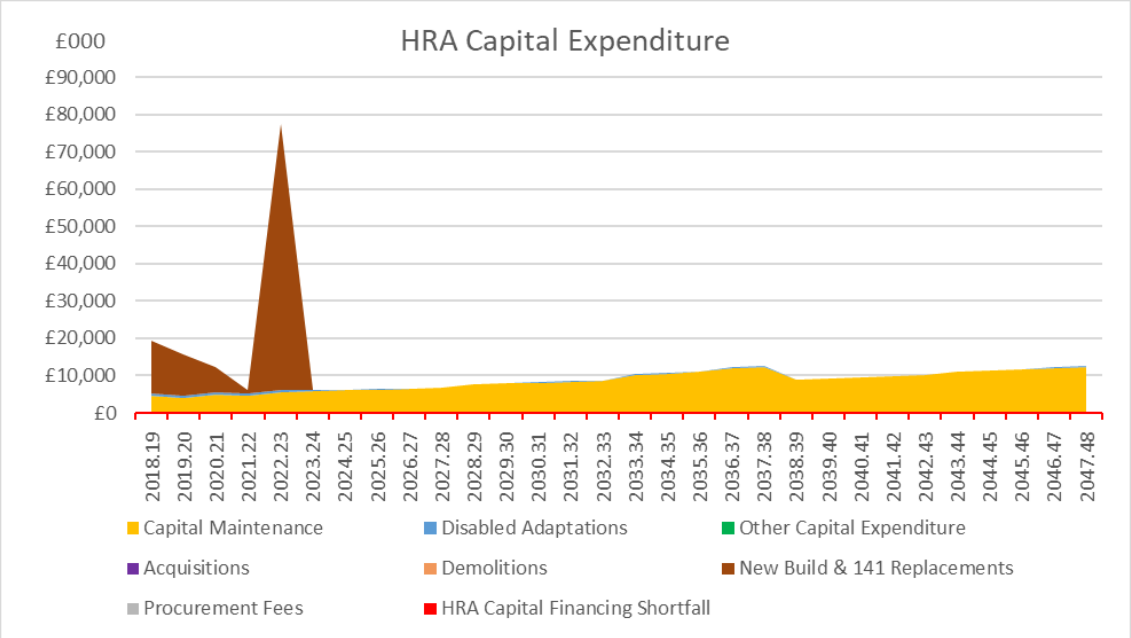
44. The middle blue area represents the borrowing that is required to fund the extension of the AHP program.

45. The pale blue area represents the area where there is a refinancing risk to the business plan and if interest rates increase beyond the levels in the plan there would be an additional pressure.

46. The profile of the debt, as currently reported, could change in future, depending on future proposals not included in the model or any changes in priorities, as agreed by Members. This is a flexible approach, which will be monitored by officers as new projects are considered and approved.

47. Whilst the HRA business plan is affordable at the new level of debt, it is important to note that not all the schemes have a payback period of less than 15 years. This means that the 'Cost Floor Rule' which limits the Right To Buy discount on properties, ensuring that the receipt is not less than the cost of the property. After this 15 year period there is the potential that a property could be sold under the Right to Buy and the receipt is less than the residual debt for the property. At this time this risk is thought to be low.

Graph 2: Capital Expenditure and Resources (values shown in £000's, year 1 – 2018/19)



48. The Business Plan model also tracks the levels of planned capital expenditure and the availability of resources, and highlights any years where there are insufficient resources available to meet the financial demands.

49. The graph above shows the composition of the HRA capital programme. The majority of the expenditure is on Capital Maintenance, if there were any unfunded projects this would show in red.

50. The graph above also shows the new build projects that are incorporated into the model in the first 6 years of the plan.

51. If spend did exceed the availability of funds then mitigating action to make savings or delay projects would be considered.

52. Therefore, in conclusion, the business plan, including the AHP programme, remains viable and the HRA balance over the 30 period exceeds the minimum level. At the end of the 30 year period the model estimates that the remaining housing debt would be £5m, with a total stock of 4,623 properties.

Wider Policy context

EU Referendum

53. The UK is leaving the EU on 29 March 2019, the potential impact of Brexit is unknown at this time, however work is being done on this corporately. However, from a business planning perspective officers will continue to heed the advice from our treasury advisors and ensure the Business Plan is updated in line with any advice going forward.

54. It is thought that the major risks at this time could be in relation to the labour force (primarily for the Council's contractors), and additional costs arising through currency fluctuations. Likewise, there may be a reduction in the availability of materials, therefore costs may increase.

55. Officers will continue to review these issues and will liaise with Members should mitigating action be needed, such as delaying projects to ensure the council has the resources available.

Implications and Risk Assessment

56. The Business Plan financial projections continue to be viable and include the current spending commitments, as mentioned above officers are exploring the potential the removal of the debt cap provides.

57. If any new initiatives are developed and approved by Members they will be incorporated into the business plan financial projections and the impact on the viability of the business plan will be costed and measured and reported back to Members when those initiatives are reviewed.

58. As the Business Plan is built over a 30 year period it is inevitable that government policy will change. The current model is based on the current regulatory framework. In the event of any material changes to this framework the Business Plan will need to be reviewed.

59. Other risks to the Business Plan include variations in costs, for example capital repairs and maintenance may be higher or lower than anticipated, which over the life of the Business Plan could have a substantial impact. In addition to this inflation is also a risk, which not only affect materials and contractor costs but also rental income which uses CPI to calculate any increases.

Next Steps in Process

60. Members are asked to agree the latest updated HRA business plan financial projections which set out the long term financial plans for the Council's housing stock which has been set in conjunction with the detailed HRA budget for 2019/20 (also on this agenda).

61. Members are asked to note that Overview and Scrutiny (O&S) are required to review the HRA business plan financial projections as part of the budget scrutiny process.

62. Work will continue to review and further update the Business Plan financial projections in the light of forthcoming Government announcements. An

updated Business Plan will be presented to Members early in 2019/20 financial year.

63. In conjunction with this update, a governance framework will be created to ensure that future projects and borrowing are aligned with Member priorities and appetites.

64. It will also be necessary to review the HRA priorities, in conjunction with Members.

65. In addition to this, as new schemes are developed the Business Plan will be reviewed to test the viability of each project.

66. As previously mentioned Housing are undertaking a Lean Review, which, it is anticipated, will complement the recent re-tendering of the Repairs contract. The recommendations following this review will be examined and implemented where appropriate.

Portfolio Holder's Views Suggested Comments

67. I am happy to report that despite the dynamic environment in which we are operating, the HRA Business Plan remains affordable. Furthermore, as outlined in the narrative of this paper, there is significant opportunity for the council to continue to deliver on the priorities of the Business Plan, building and acquiring homes of a mix of tenures within the borough and improving the options for those wishing to live independently.

68. Keeping a robust Business Plan in place is at the core of delivering our thought-leading housing services and the paper as set out here, complemented by the HRA affordable housing programme paper, illustrates why we have such a strong reputation countywide and nationally for the breadth and quality of projects we are delivering.

Contact and Email

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Appendix A – HRA Business Plan (extract) – Top level budget summary to 2028/29

Description	1 2018.19	2 2019.20	3 2020.21	4 2021.22	5 2022.23	6 2023.24	7 2024.25	8 2025.26	9 2026.27	10 2027.28
Income										
Gross Rental Income	£24,146	£24,332	£25,497	£26,761	£28,722	£30,104	£30,873	£31,372	£31,878	£32,393
Void Losses	-£167	-£168	-£176	-£185	-£199	-£208	-£214	-£217	-£221	-£224
Other Rental Income	£2	£0	£0	£0	£0	£0	£0	£0	£0	£0
Tenanted Service Charges	£1,142	£1,174	£1,203	£1,233	£1,264	£1,296	£1,328	£1,361	£1,395	£1,430
Leasehold Service Charges	£112	£115	£118	£121	£124	£127	£130	£133	£137	£140
Non-Dwelling Income	£51	£39	£40	£41	£42	£43	£44	£45	£47	£48
Grants	£3,000	£3,000	£3,000	£3,000	£3,000	£3,000	£3,000	£3,000	£3,000	£3,000
Other Income	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Total income	**£28,287**	**£28,492**	**£29,681**	**£30,971**	**£32,953**	**£34,362**	**£35,161**	**£35,694**	**£36,236**	**£36,787**
Expenditure										
General Management	-£8,838	-£9,816	-£10,070	-£10,330	-£10,597	-£10,871	-£11,153	-£11,442	-£11,738	-£12,043
Special Management	-£750	-£789	-£809	-£830	-£852	-£874	-£896	-£919	-£943	-£967
Other Management	-£944	-£898	-£916	-£935	-£953	-£972	-£992	-£1,012	-£1,032	-£1,052
RRSL Penalty	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Bad Debt Provision	-£61	-£61	-£64	-£68	-£73	-£76	-£78	-£79	-£81	-£82
Responsive & Cyclical Repairs	-£3,512	-£3,603	-£3,736	-£3,917	-£4,119	-£4,383	-£4,527	-£4,661	-£4,799	-£4,941
Other revenue expenditure	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Total expenditure	**-£14,104**	**-£15,168**	**-£15,596**	**-£16,080**	**-£16,594**	**-£17,177**	**-£17,646**	**-£18,113**	**-£18,593**	**-£19,086**
Capital financing costs										
Interest paid	-£3,762	-£3,929	-£4,018	-£4,215	-£5,475	-£6,658	-£6,480	-£6,058	-£5,732	-£5,504
Debt management expenses	-£62	-£88	-£90	-£91	-£93	-£95	-£96	-£98	-£100	-£102
Interest Received	£3	£3	£2	£2	£3	£3	£4	£3	£2	£2
Depreciation	-£4,915	-£5,023	-£5,123	-£5,225	-£5,330	-£5,437	-£5,545	-£5,656	-£5,769	-£5,885
Capital financing costs	**-£8,736**	**-£9,037**	**-£9,228**	**-£9,529**	**-£10,895**	**-£12,186**	**-£12,117**	**-£11,809**	**-£11,599**	**-£11,489**
Appropriations										
Revenue provision (HRA CFR)	£0	£0	£0	£0	£0	£0	-£10,000	-£8,628	-£6,116	-£6,232
RCCO	-£6,309	-£4,510	-£5,500	-£5,000	-£4,000	£0	£0	£0	£0	£0
Other appropriations	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Appropriations	**-£6,309**	**-£4,510**	**-£5,500**	**-£5,000**	**-£4,000**	**£0**	**-£10,000**	**-£8,628**	**-£6,116**	**-£6,232**
Net income/ (expenditure)	**-£862**	**-£223**	**-£643**	**£362**	**£1,464**	**£4,998**	**-£4,602**	**-£2,856**	**-£72**	**-£19**
HRA Balance										
Opening Balance	£3,548	£2,686	£2,463	£1,820	£2,182	£3,646	£8,644	£4,042	£1,187	£1,115
Generated in year	-£862	-£223	-£643	£362	£1,464	£4,998	-£4,602	-£2,856	-£72	-£19
Appropriated in	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Appropriated out	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Closing Balance	**£2,686**	**£2,463**	**£1,820**	**£2,182**	**£3,646**	**£8,644**	**£4,042**	**£1,187**	**£1,115**	**£1,095**

Appendix B - Anticipated changes as a result of a new responsive repairs contractor

	Current Arrangements	New Arrangements
1.	3 contracts/ contractors to deliver responsive repairs, work to void properties and PVCu windows and doors. Supported by various other contracts and arrangements for a variety of work.	1 contractor to deliver/manage the following workstreams: • Responsive Maintenance (including Emergency Works ordered during Normal Working Hours and including Mutual Exchange Gas and Electric Tests); • Out of Hours Emergency Works; • Disabled Adaptations • Major Works; • Void Property Works; and • Routine Maintenance; • Technical Inspections; • Roofing; • Scaffolding; • Pest Control; • Property Health Checks/MOTs; • Locksmith services. • CCTV; • Communal Boilers; • Mechanical Services; • Communal TV Aerial and Satellite Systems; • Controlled Door Entry; • Electrical installations; • Fire Safety Works; • Intruder Alarms; • Landlords Electrical Works; • Lift Installations; • Lightning Conductors; • Water Hygiene and Storage Tanks.
2.	Contractor and ABC staff located in separate offices	Colocation of ENGIE and ABC staff.
3.	Ashford BC Schedule of Rates	M3NHF Schedule of Rates
4.	Repair calls taken by ABC and appointments made subsequently by contractor	Repairs calls and appointments offered by ABC at first point of contact. Will access ENGIE's appointment/scheduling system to achieve this.
5.	Out of hours repairs call handling by Ashford Monitoring Centre	Out of hours repairs call handling by ENGIE
6.	Roalco working hours Monday to Friday 08:00 to 17:00	ENGIE working hours Monday to Friday 08:00 to 17:00 plus Wednesday evening 17:00 to 20:00 and Saturday 09:00 to 13:00.
7.	4 hour out of hours emergency response time	2 hour out of hours emergency response time
8.	No minimum order price	£25 minimum order price
9.	Scaffolding charged separately	Scaffolding below 2 storeys included in SoR rate. Scaffolding above 2 storeys charged separately.
10.	No IT integration	IT Integration will include: • Raising orders • Appointment details • Attendance by operative • Notification of works completion • Access to before and after photographs