



# REPAIRS VALUE FOR MONEY REVIEW



More than ever, social housing providers are under significant pressure to drive efficiencies and reduce expenditure. We understand that efficiency and cost saving are increasingly important, yet with the repairs and maintenance service being one of the biggest cost areas for providers, we find that many do not understand their repairs performance and its relative effectiveness.

Our Repairs Value for Money Review will provide clarity on where you are. It will help you understand your performance in the context of what value for money is, what it is not, and, crucially how you can improve.

In our experience of undertaking Repairs Value for Money Reviews, a well-developed strategy is crucial to bring about lasting and marked changes in the repairs and maintenance service of an organisation. Fundamental to any strategy is being able to understand where the present service is (the starting point), and understand the aspirations of the stakeholders for the future service, as well as the current direction of travel for the organisation. Our Repairs Value for Money Review examines your current repairs service, in relation to the regulators VfM metric and organisational aims, to inform a view on the 'starting point' and outlines the most suitable options for the future.

## Why is it important to review your repairs service?

The repairs and maintenance service is one of the largest cost areas for any landlord, and the service element that the majority of customers consider more than any other when assessing their landlords VfM and service standards. For this reason, understanding repairs and maintenance service performance is a vital tool in order to understand how to best manage stock moving forward.

## VfM Standard - How can you, as a provider, evidence this?

The Regulator of Social Housing issued a new Value for Money (VfM) standard in 2018 to ensure that Housing Providers clearly articulate their strategic objectives and have a Board approved approach to achieving and demonstrating value for money in meeting these objectives. In addition, providers are required to outline their strategy for delivering homes that meet a range of needs and ensure that optimal benefit is derived from resources and assets. As such, the Regulator requires housing providers to demonstrate a robust approach to achieving value for money including regular and appropriate consideration for improvement in value for money, and have appropriate targets in place for measuring performance. Performance should therefore be driven by a focus on achieving value for money across the whole business and providers must ensure that no activity causes undue risk to assets or overall financial viability standards, particular in regards to their repairs service, which is often the biggest cost area for a Landlord.

## OUR SERVICES

Compliance Health Check | Recruitment Services | Stock Profiling | Procurement | Health and Safety Audit  
Management and Leadership | Asset Management Strategy | Compliance Roadmap  
Asset Management Health Check | Repairs Option Appraisal

## What does a Repairs Value for Money Review involve?

Our Repairs VfM Review will identify and evaluate your current repairs and maintenance service and help you to understand your performance in relation to the VfM metric. Our repairs options appraisal will then evaluate each option for service improvement in terms of its advantages and disadvantages in order to provide a clear understanding of how the service will perform and meet the organisations strategic objectives.

Following this, the Repairs VfM Review and implementation plan will be clearly outlined within a report, summarising the organisations current performance in relation to the value for money metric and the most suitable options for your organisations future service.

### Our expert housing consultants will evaluate:

- Costs;
- Productivity;
- Past change failure and prospective change success;
- We will benchmark your performance against that of comparable organisations within the sector to understand how both your costs and productivity compare. Often this provides valuable insight in to what your potential areas of weakness are and allows your organisation to refocus and drive improvement.



## Want to find out more?

If you want further information on how your repairs service is performing in relation to the new VfM metric, and what options are available for ensuring your future service meets the requirements of the organisation, please contact one of our expert housing consultants.

For further information  
please contact us:

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- 🖱️ **pennington.org.uk**

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