

## Appendix F – Property Maintenance

### 1. Property maintenance service

Property repairs and maintenance contractors covering all property repairs providing a solution based service that meets your needs, using dedicated resources experienced in working within a school environment providing value for money with high quality standards. Full range of trades covered, including, electrical, mechanical, plumbing, drainage, glazing, DDA adaptations, structural, roofs, plastering, bricklaying, playgrounds, kitchens including a full design service. When considering the quality of service schools and should consider; promptness of response, quality of workmanship, ability to meet your needs and cost/value for money.

### 2. Response rate

The total number of schools responding to this question is shown below in Table 1 from 2004/05 to 2009/10. It also shows how this figure equates to the total survey population, see Table 1 below.

Year	Number of responses	% of Leeds Schools
2004/05	61	22.42%
2005/06	43	15.8%
2006/07	56	20.5%
2007/08	47	17.41%
2008/09	80	29.63%
2009/10	57	21.11%

Table 1 : Total number of responses by year.

### 3. Service providers

Those service providers recording five or more responses are shown below in Table 2. The table lists the total responses for 2005/06, 2006/07, 2007/08, 2008/09 and 2009/10 and further breaks down the responses into primary, secondary and other phases for 2009/10.

Service Provider	2005/06	2006/07	2007/08	2008/09	2009/10			
	Total	Total	Total	Total	Primary	Secondary	Other	Total
Connaught Partnerships Ltd	-	5	23	33	19	3	0	22
DRT Services	9	5	17	32	18	3	0	21

Table 2 : Total number of responses by service provider.

There were two service providers who recorded five or more responses. Both providers suffered the same decrease in responses from the previous year's survey. There is an increasing number of providers who receive less than 5 responses and are therefore not included in the survey.

### 4. Performance level

The key performance level review is measurable on a scale of 1 = very good, 2 = good, 3 = highly satisfactory, 4 = satisfactory, 5 = unsatisfactory, 6 = poor and 7 = very poor. The mean performance level is shown in Table 3 below.

Service Provider	2007/08		2008/09		2009/10		
	Avg	Performance Level	Avg	Performance Level	Avg.	Performance Level	Change
Connaught Partnerships Ltd	2.73	Highly satisfactory	3.27	Highly Satisfactory	2.95	Highly Satisfactory	Better
DRT Services	2.94	Highly satisfactory	3.31	Highly Satisfactory	2.71	Highly Satisfactory	Better

Table 3 : Performance level by catering service providers

Both DRT and Connaught saw their performance score improve as they move towards the good category. Schools provided a variety of positive and negative feedback on both organisations.

The full list of unedited comments is available in [Annex F](#)

#### 4. Service providers – value for money

Schools were asked to record whether or not the service provider was delivering value for money. The responses are listed below in Table 4.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Connaught Partnerships Ltd	10	4	5	3	0	0	13	4	5
DRT Services	13	2	3	3	2	3	16	2	3

Table 4: Value for money by service providers

Both service providers were recorded as offering value for money. However, many free text comments suggested that schools see the services provided by these organisations as expensive.

#### 5. Service providers – improvement

Schools were asked to record how the service provider could improve their service delivery and what steps they were taking to ensure that this was taking place, see Table 5.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Connaught Partnerships Ltd	8	5	6	1	1	1	9	6	7
DRT Services	9	6	3	2	0	1	11	6	4

Table 5 : Expected improvement by service providers

Schools expected to see improvements with service providers. Increased response time and more competitive prices, in the main, appears to be improvement targets. The full list of unedited comments is available in [Annex F](#)

## Annex F – Property Maintenance

### Connaught Partnerships Ltd

#### 1. Please explain why you rate the service provider this way?

##### Positive responses

- Trusted employees. Always obliging to make work to be undertaken run as smoothly as possible.
- Excellent and prompt service. Any problems are dealt with quickly. Leigh at our point of contact is the best part of this service. She always gets back to us and does what she says she will do. Thank you.
- Connaught usually provide a good service - based on projects in school they have completed but generally 'highly priced' quotes. They need to be more competitive - sometimes hundreds/thousands of pounds higher than the next cheapest.
- On the whole Connaught do perform satisfactorily. Communications are very good and Leigh is very competent in ensuring work is organised or requests are communicated to their surveyors. There have been one or two occasions when Connaught's prices have been higher than those from other contractors so have not used them in those instances. The people who actually carry out the work always seem to be polite and courteous and are good at letting you know if and when they will be coming to site.
- Prompt attention. Personal service. Quality work. Acceptable prices. Kept to agreed timescales. We were impressed and delighted with the work undertaken.
- Repair companies recommended have proved good.
- Sometimes use Connaught. Come when arranged very helpful, polite on phone, skilled workmen . Good Quality job.
- Keep school well informed on works and progress and try to work during allocated times to minimise disruption to school day.
- Efficient.
- Provide a reliable, quick and good quality service.
- When needed have been prompt and helpful.

##### Negative responses

- Very expensive.
- Use Connaught but last couple of times their quotes have not been best value.
- Difficult to give a single grade for different providers. Some good some poor averages out
- Some quotes have been rather high in comparison to other companies.
- The contractor had to keep coming back to address small issues. Connaught sub contract and the communication between Connaught and the sub contracted firm is poor. Expensive.

### DRT Services

#### 1. Please explain why you rate the service provider this way?

##### Positive responses

- No problems with current suppliers. All tried and tested and regularly reviewed.
- We have found DRT to be reliable for heating and boiler maintenance, though not necessarily the cheapest. For other services we have used local traders who have proved reliable in the past.
- Respond quickly when required. Very professional, give good advice.
- Good service competitively priced.

- Always helpful and prompt.
- Quick call outs, quick quotes, quick work, in other words 'quick'.
- We use DRT for our annual service of the boilers and heating systems and major plumbing work that we cannot do in house. Most other work is within the scope and capabilities of our own Site Team which allows us to carry out considerably more work for the same money compared with bringing in outside contractors. The work is also completed much quicker.
- DRT have undertaken some work on our heating at times and seem satisfactory.
- Very prompt, and efficient.
- Prompt attention.
- Efficient response to emergencies.
- Work of high quality but service slow - think they take on too much work.
- Good reliable, value for money.

### **Negative responses**

- DRT are very knowledgeable but can sometimes be slow to respond to calls and are very expensive. There does not appear to be another company who are specialised in this work so cost comparison is difficult.
- DRT when asked for a quote invoiced us for a call out.
- Don't always turn up as scheduled. Very slow to produce paperwork ie boiler service paperwork. Extra work and materials required to complete a job were not discussed in advance with the school.
- Shockingly expensive sometimes and take some chasing up on occasion