



APSE National Housing, Construction and Building Maintenance Network

Tuesday 21 January 2025 – 10.30am – 12.00 noon

Microsoft Teams

Agenda

1. Welcome by the Chair

Councillor Judy Hamilton, Fife Council

2. Engaging with tenants

- The building maintenance service at Gateshead
- Creating opportunities to engage with tenants
- Responding to the feedback

Ian McLackland, Service Director Repairs and Maintenance, Gateshead Council

3. A £965,000 works programme to upgrade kitchens for tenants

- The case for using contractors
- Selecting the right contractor and managing the relationship
- The pros and cons of using external contractor and lesson learnt

Andy McGregor, Team Leader Planned Works, East Lothian Council

4. A best performing building maintenance service

- The evolution of the service
- Using data to improve performance
- Future focus

Tracey Smith, Service Lead – Property Maintenance, Wigan Council

5. APSE Update

Vickie Hacking, Principal Advisor, APSE