



Customer Profile

South Australian Housing Authority

Customer

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Term

2001 - 2020

Value

\$30m p.a.

Location

Adelaide, SA

- ▶ Northern Region - Salisbury
- ▶ Southern Region - Noarlunga
- ▶ Eastern Region - Adelaide
- ▶ Western Region - The Parks

Facilities Management and Maintenance

South Australian Housing Authority (SA Housing Authority) is an independent authority that coordinates, facilitates and delivers housing services for lower income South Australians.

Contract history

Programmed has provided a range of maintenance-related services on behalf of Housing SA since 2001.

During our initial engagement (from 2001 through to 2013) under a Works Management contract, Programmed serviced approximately 14,000 properties in regional and remote South Australia (Eyre Peninsula, Mid North, Yorke Peninsula, Riverland, Murraylands and South East). Trade personnel travelled distances of up to 800kms to respond to priority three (general works) maintenance calls.

In 2013, our relationship with Housing SA grew to include 15,000 additional dwellings through the award of four additional metropolitan regions. The maximum number of regions that any one contractor could be awarded through Housing SA's competitive tendering process.

Under this new agreement, Programmed became a multi-trade contractor and responsible for the delivery of all aspects of maintenance services through Programmed personnel and our appointed subcontractors.

Today, utilising our existing network of subcontractors (23 of 330 pre-approved vendors) and in close collaboration with Housing SA, Programmed successfully services a total of 29,000 dwellings and responds to 65,000 maintenance requests each year.

Services

The scope of services being provided by Programmed includes:

Relevant Scope

- ▶ Programmed and planned maintenance and upgrades
- ▶ Responsive repairs and maintenance
- ▶ Tenant responsible maintenance
- ▶ Vacant property services
- ▶ Dangerous substances - asbestos
- ▶ Community Head Leased Dwelling
- ▶ Maintenance
- ▶ Disability Modifications
- ▶ Fencing services

Additional Scope

- ▶ Separation of allotments for tiling
- ▶ Installation of whitegoods
- ▶ Relocations of principals and tenants
- ▶ Property demolitions in redevelopment areas
- ▶ Drafting services
- ▶ Painting services
- ▶ Insurance and fire damaged works
- ▶ Specialised maintenance works
- ▶ Project Capital Works

Mobilisation

Programmed had a total of nine weeks to fully mobilise this contract. The dedicated Transition Team successfully engaged numerous new subcontractor businesses and facilitated the induction of over 260 individuals.

The process included:

- ▶ A workshop and information session by Programmed to engage over 80 subcontractors in HSEQ policies and procedures, the Vendor Portal and Finance
- ▶ Each individual subcontractor employee completing the Programmed online induction, undergoing Police checks, completing White Card training, submitting trade qualifications and being issued Programmed photo identification cards
- ▶ Compulsory submission of JSAs by subcontractors to Programmed at completion of works: no JSA, no payment
- ▶ Collecting and assisting the development of subcontractor OH&S, Environmental, Disability and Employment policies
- ▶ Uploading all of this data into Programmed's 'Vault' for tracking purposes
- ▶ Follow up training sessions with subcontractors and staff on Financial, HSEQ and the Vendor Portal.

Innovation

Programmed introduced many of our project management tools into the new contract, including:

- ▶ Adopting a wholly electronic / paperless model of service delivery from receipt of orders through to subcontractor payment and recipient created tax invoices (RCTI) automatically generated on behalf of the subcontractor
- ▶ Providing mobile devices for remote data access for all Programmed FM field staff
- ▶ Introduction of the Loc8 Portal for subcontractors to electronically lodge work completion notices.

