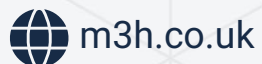


M3NHF SOR Showcase

Damp, Mould & Condensation Module

Chris Patient

Head of Consultancy – Rand Associates/M3



M3NHF SOR Showcase

Agenda

- Intro to the M3NHF Schedule of Rates
- Changes in Version 8
- The New Damp Mould & Condensation Module
- Paul Barker, Bromford– SOR Implementation & Use
- Barry Waller, Poplar HARCA – SOR Implementation & Use
- Questions



Your challenges
expertly solved
in partnership

Introduction to M3 & Rand Associates



M3

- Provides maintenance and development software
- Services the National Housing Maintenance Forum (NHMF)
- Publishers of M3NHF Schedule of Rates and modules



Rand Associates

- Specialise in social housing maintenance
- Authors of the M3NHF Schedule of Rates and modules
- Provides SOR procurement, surveying, consultancy

M3 Products



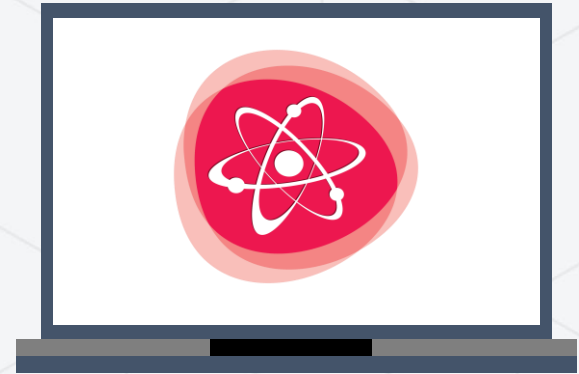
For Development

- Pamwin
- HATC



For Maintenance

- M3NHF SOR
- M3Vision



For Repairs and Reporting

- M3Central

Consultancy and Training

A team of experienced practitioners offering a range of consultancy and training services

NHMF Framework

Professionally-led, Socially-Driven framework provider

- Delivered in association with the NHMF
- The only procurement organisation aligned with the M3NHF SORs

What makes NHMF Framework different?

- Delivered by CIPS-qualified procurement professionals
- Develop tender documents on your behalf
- Manage supplier engagement, tendering, evaluation and moderation
- Draft contract documents to align with your preferred terms and project requirements
- All for a maximum levy of **1.5%** – fixed, transparent, and not-for-profit



Available Frameworks

- Consultancy
 - Stock Condition & Asset Management Services
 - Gas & Electrical Audits
 - Fire Safety, Water Hygiene, Asbestos and Lift Audit services
 - Energy Assessors & PAS 2035 Retrofit Consultants
- Damp Mould & Condensation
- Security, Access & Life Support Systems
- Fire Safety Works
- Lifts & Disability Lifting Equipment, Landlord Electrical Installations, Water Hygiene works
- Disability Adaptations
- Grounds Maintenance, Building & Window Cleaning, Sewage & Drainage, Estates Improvements, EV Charging
- Heating Services
- Materials Supply
- Planned Maintenance (Including Internal, External & Communal Works, Passive Fire Safety, Net Zero and Cyclical Redecoration Works)
- Responsive Maintenance (Including Responsive Repairs & Void Works)



Schedule of Rates Introduction

What is it?



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in partnership

Schedule of Rates Introduction



1999

Version 4 Released



2004

Version 5 Released



2008

Version 6 Released



2016

Version 7 Released

2019

Version 7.1 Released

2021

Version 7.2 Released

2023

Version 8 Released



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Means of Access

V6 & V7 etc.

- All scaffold was deemed to be included within the rates up to the ridge line of a two-storey building including:
 - Gables
 - Dormers
 - Rooflights
 - Chimneys Not Exceeding 1m in Height



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expertly solved
in partnership**



Means of Access

v8

- Scaffolding is now included for all works requiring a working platform up to 2m in height
- Where a working platform is required above 2m in height General Scaffold SOR's may be claimed



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Changes to v8.0

Percentage Increase of Rates For Reactive Module

Trade	Average of v6-v8 Difference	Average of v7-v8 Difference
0 - Groundworks	32.61%	21.37%
1 - Brickwork	62.74%	26.37%
2 - Roofing	18.18%	11.87%
3 - Carp/Joinery	37.41%	24.82%
4 - Finishes	31.36%	19.23%
5 - Glazing	8.92%	8.51%
6 - Plumbing	43.49%	16.47%
7 - Heating	51.81%	15.43%
8 - Electrical	27.84%	12.51%
9 - Adaptations	7.38%	8.82%
Grand Total	34.53%	18.64%



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in partnership

Changes to v8.0

Percentage Increase of Rates For Planned Module

Trade	Average of v6-v8 Difference	Average of v7-v8 Difference
0 - Groundworks	52.56%	26.28%
1 - Brickwork	49.00%	22.21%
2 - Roofing	20.96%	14.56%
3 - Carp/Joinery	51.60%	32.02%
4 - Finishes	35.42%	19.76%
5 - Glazing	30.40%	12.18%
6 - Plumbing	55.99%	17.05%
7 - Heating	54.35%	13.73%
8 - Electrical	22.69%	8.39%
9 - Adaptations	14.35%	32.39%
Grand Total	42.02%	21.27%



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in partnership

Changes to v8.0

Redundant items removed and new items created

	v6.3 Items	v7.2 Items	v8 Items Removed	v8 New Items	v8 Total Items
M3NHF Responsive and Voids	2,709	3,440	152	293	3,581
M3NHF Planned Maintenance	3,105	4,276	144	479	4,611

M3NHF SOR Modules

**Responsive
Maintenance Works**

**Disabled Adaptation
Works**

Fire – Active Safety

Water Hygiene

Estate Services

Planned Maintenance

Net Zero Carbon

**Fire – Passive Fire
Safety**

**Communal Mechanical
& Electrical**

**Facilities
Management**

Asbestos Works

**Security Access &
Life Support**

Lift Maintenance

**Damp, Mould &
Condensation**



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expertly solved
in partnership**

M3NHF SOR Showcase

Damp Mould & Condensation

- 1,635 SOR Items
- 188 New v8 SOR items
- 94 Unique SOR items
- Water Ingress Repairs
- Insulation Upgrades
- Passive & Mechanical Ventilation Works
- Heating Works
- Mould Treatments
- Damp Surveys



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in partnership

M3NHF SOR Showcase

Damp Mould & Condensation

Water Ingress Repairs

- Pitched & flat roof repairs
- Guttering works
- External cladding works
- Masonry works
- DPC repairs
- Window & door repairs
- Plumbing repairs
- Bathroom/wetroom tiling repairs
- Drainage repairs



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in partnership

M3NHF SOR Showcase

Damp Mould & Condensation

Insulation Upgrades

- Loft Insulation
- Cavity wall insulation – removal & installation
- External wall insulation systems
- Floor installation



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expertly solved
in partnership

M3NHF SOR Showcase

Damp Mould & Condensation

Ventilation Works

- Air bricks
- Loft ventilation
- Extractor fans
- MVHR
- Positive ventilation systems



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in partnership

M3NHF SOR Showcase

Damp Mould & Condensation

Heating Works

- Electric panel heaters
- Heating repairs
- Radiator renewals
- Hot water cylinders renewals



Your challenges
expertly solved
in partnership

M3NHF SOR Showcase

Damp Mould & Condensation

Mould Treatments

- Wall and ceiling treatments
- Carpet, furniture & curtain treatments
- Whole room treatments
- Per SM treatments
- Damp survey
- Property sensors installs



Your challenges
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in partnership

M3NHF SOR Showcase

Damp Mould &
Condensation

Any Questions



Your challenges
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in partnership

Paul Barker

Head of Customer Homes Readiness



Your challenges
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in partnership

SOR codes

Driving Sustainable Efficiencies

2025/26 Targets

- Achieve an average £250 saving per void vs 2024/25.
- Support value for money and maintain quality standards



Multi-Pronged Strategy for Sustainable Cost Reduction

- Short-Term (0–4 months): Immediate wins.
- Longer-Term (4–12 months): Change to ways of working.
- Focus on collaboration and continuous improvement.

Short-Term Actions: Immediate Cost Controls

- Subcontractor engagement using SOR rates.
- Waste team expansion – 2 new operatives.
- Accurate cost allocation for works above void standard.

Approach

SOR training – Feb 25

Imbedding SORs – Mar 25

Role out with EH teams – Apr 25

Longer-Term Actions: Embedding Sustainable Change

- SOR-based subcontractor procurement.
- Waste impact education for Neighbourhoods teams.
- Material usage governance and engineer performance tracking.
- Griffin Place local workforce business case.

Success Measures

- £250 per void saving target.
- Monthly cost reviews and SOR compliance.
- Flexible, data-driven adjustments.

Expected Financial Impact

- Short-term initiatives will deliver early savings.
- Long-term actions embed sustainable cost control.
- Agile 'test and learn' approach to refine actions.

Progress

- Contractor quote reviews and adjustments.
- Shift in Client/Contractor relationship.
- Behavioural change in team.

Barry Waller

Head of Repairs

POPLAR **HARCA**



Your challenges
expertly solved
in partnership

The Poplar HARCA SOR story

Barry Waller

Head of Repairs

Poplar HARCA

We own and
manage over
9,000
HOMES

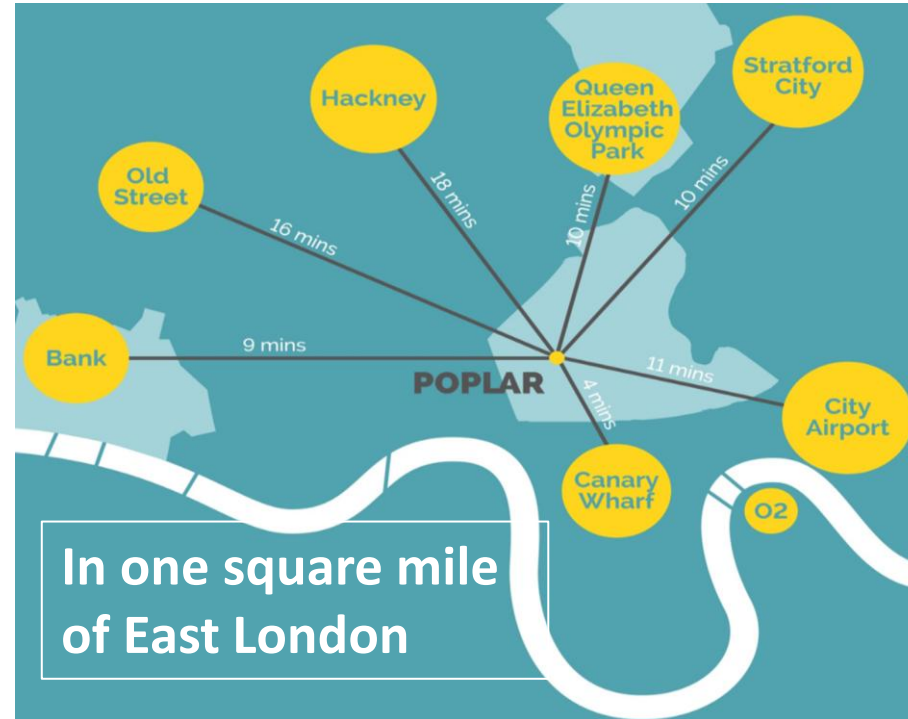
85%



**OVERALL
RESIDENT
SATISFACTION**

We invest around
£4m
each year
in community regeneration

OVER 1/3 of staff
live
locally



Leading a
£2.5bn
place-shaping
programme



Est. 1998
by residents vote

C1 (Consumer), G1 (Governance), V2 (Viability)

Delivery model

- We raise on average **26,000** repairs a year.
- We deliver our repair and void service using **five** measured term SME contractors covering, drainage, electrical and general build/multitrade. Supported by specialist compliance contractors.
- We raise orders via our Housing Management system – **Orchard (MRI)**
- We currently use a **bespoke schedule of rates**, which has been in operation since we were established in **1998**

A decision on schedule of rates?

- We are currently procuring new measured term contracts to deliver our repair and void service to start in Quarter 3 and 4 (2025/26)
- We needed to decide on what schedule of rates (SOR) to use for our new contracts
- The challenges
 - Staff & contractors were familiar with our bespoke SOR
 - The same bespoke SOR have been used since 1998 and were part of the furniture, a **'comfort blanket'**
 - Our bespoke SOR had been amended and adapted over the years
 - The world has changed, and it was acknowledged that our bespoke SOR were **'no longer fit for purpose'**
 - Our bespoke SOR does not cover everything we do, and the default was to use day work rates or quoted works.

Why NHF SOR Version 8?

- We decided to switch to the NHF SOR Version 8, because –
 - Used by 600 different RSL's
 - Covering 4.4 million homes
 - Number of different modules available
 - Easy to use, for all staff, technical and non-technical
 - Market tested
 - Detailed standard specifications, inclusive of labour, materials and travel time
 - Version 8 (latest version) with market rates
 - Ability to benchmark against other RSL's
 - Standard across the industry and well known to contractors
 - Compatible with Orchard/MRI

Implementation

- Procuring our new measured term contracts using the NHF form of contract and NHF Version 8 SOR
- Delivering workshops and briefings to all staff
- Training delivered by Chris Patient from M3/Rand Associates
- Using the Orchard test system to configure contracts and raise works orders using the NHF SOR Version 8, before moving to Orchard live
- Delivering in-house training on how to use the NHF SOR
- NHF SOR champions

Lessons learnt

- Aiming to go live using NHF SOR Version 8 with our new drainage contract in **July 2025**

What have we learnt so far?

- Phased approach, we aren't going for the big bang approach, we are implementing NHF SOR version 8 for all new contracts and will gradually phase out the use of our bespoke SOR
- External training and support from M3 has made the transition easier
- Culture change – the switch from bespoke to NHF SOR. Involve key stakeholders from the start, regular communication – important you get the 'buy-in' early in the process
- Test, test, test and test again.....

Next steps

- Go live **July 2025** with new drainage contract
- Exploring using **M3 Central Diagnostics**
- Exploring using MR/Rand for **quarterly audits of the SOR codes used**

Any Questions?

M3NHF Schedule of Rates



**Your challenges
expertly solved
in partnership**

Thank you all for attending!

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**Your challenges
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