

To: Cabinet
Date: 15th April 2026
Report of: Director of Housing
Title of Report: Controlled Entry Systems Replacement (HRA)

Summary and recommendations	
Decision being taken:	To approve a contract for the programme replacement of the access control units across the HRA portfolio.
Key decision:	Yes
Cabinet Member:	Councillor Linda Smith, Cabinet Member for Housing and Communities
Corporate Priority:	Good Affordable Homes
Policy Framework:	Housing, Homelessness and Rough Sleeping Strategy, Asset Management Strategy

Recommendation(s): That Cabinet resolves to:	
1.	Approve the planned programme to replace the access control units across the HRA portfolio.
2.	Delegate authority to the Director of Housing, in consultation with the Director of Group Finance, Director of Law & Governance, and the Cabinet Member for Housing and Communities, to award the contract and to agree the contracting mechanism (incl. any variation/ancillary agreement) and enter necessary documentation, subject to the Procurement Act 2023 and the Council's Contract Procedure Rules.

Information Exempt From Publication	
Tender Process and Financial Implications	The winning bid will be awarded a contract once Cabinet approves delegated authority to proceed.

Appendix No.	Appendix Title	Exempt from Publication
Appendix 1	Risk Register	No
Appendix 2	Equalities Impact Assessment (EIA)	No

Introduction and background

1. The Council owns and manages multiple occupancy buildings across the HRA portfolio. Each building contains a fob management system (access control), providing residents with secure access into the building and to their respective residence.
2. There are multiple fob management providers currently in operation across the portfolio with some containing unsecure architecture. Many of these systems are now obsolete. Continued resident turnover means that these systems are now reaching storage capacity, with no ability to delete off the system. This impacts the ability to allocate new tenants with fobs, consequently delaying access to their new homes. This also potentially compromises the building security when fobs from former tenants are not returned and still used.
3. The council seeks to standardise fob management across the HRA portfolio, implementing a cloud-based fob management system using 4G technology. This will manage individual fobs remotely through a software platform. This will allow lost, stolen, or misplaced fobs to be remotely deactivated and set controls on the number of fobs allocated per residence, which will be in line with a newly implemented fob management protocol.
4. This system has been trialled; in the last 12 months a limited number of properties reached fob storage capacity. Properties were fitted with a cloud-based access control management system, which has proved very successful.
5. The project now seeks to implement a full programme rollout to provide a standardised approach. This will benefit both staff and residents going forward.

Overview of works

6. The new system will be on a secure cloud-based system that can be managed by staff through a website or a mobile application. The system technology uses GSM/4G networks, enabling remote management. The aim of these inclusions is to create a secure, manageable service for tenants, and for the council to improve building security.
7. Installation shall be carried out in accordance with the following legislation:
 - Construction (Design and Management) Regulations 2015 (CDM)
 - BS 7671 (IET Wiring Regulations)
 - BS EN 50133 (Access Control Systems for Security Applications)
 - Consideration of the Building Regulations Part M (Access to and use of buildings)
 - Equality Act 2010

- Data Protection Act 2018

8. The project focuses on the replacement of the fob management system, and alterations to door entry equipment is not included within the scope of works, as it is not required at this time.
9. New access control systems will be installed in accordance with the building's existing fire strategy and systems.
10. The value of these works mean that the council must comply with the Procurement Act 2023.
11. The council has advertised these works as an open tender through the Procurement Business Tool 'in-tend' and seven bids were received.
12. Following tender evaluation and procurement moderation, the preferred bid was found to be the most advantageous contractor to fulfil the council's requirements.

Programme

13. Following Cabinet approval, Officers will finalise the procurement process and award the contract to the successful supplier.
14. The delivery phase of this project will cover an 18-month period. Assuming a June 2026 start date, Practical Completion is forecast December 2027.

Consultation and Communication with Residents

15. The contractor will provide a dedicated Resident Liaison Officer for the duration of the project. They will be the lead on all matters relating to resident engagement, communications, and fob distribution for the duration of the project.
16. Before works commence, the dedicated Resident Liaison Officer will carry out letter drops and visits to inform residents of the upcoming works.
17. Residents will receive printed communications and guidance, including a video tutorial and a 24/7 support service. The Resident Liaison Officer will also host scheduled sessions in communal areas, providing surgeries to allow residents to drop in with questions, or receive a hands-on demonstration. Elderly and vulnerable residents will be offered personalised face-to-face briefings in their home, if necessary.
18. Section 20 (S20) of the Landlord and Tenant Act 1985 will be applied if necessary.

Alternative Options Considered

Option	Detail	Considerations
Ad-hoc replacement	Carry out works on a site-by-site basis as blocks reach capacity.	<ul style="list-style-type: none"> • Individually tendering works on a site-by-site basis is time and resource intensive.

		<ul style="list-style-type: none"> Increased staffing resource is required to coordinate tenancy engagement. This is often unplanned or at short notice. This will create added pressure to the existing resource.
Do nothing		<ul style="list-style-type: none"> Blocks fob management system reaches capacity Building security compromised Officers unable to issue fobs new tenants

Implications of Local Government Reorganisation

- The contract only relates to City Council properties and works will conclude before LGR takes place.
- These works are budgeted for within the MTFP. Further detail can be found below.

Financial implications

- The total tender sum to complete the contract is £1,087,163.22, exclusive of VAT.
- The latest approved budget within the HRA's MTFP for this project is £1,752,640 spread over the financial years 2025/26 to 2027/28 consisting of £752,640 for 2025/26 and £500,000 for each of the following two years. Any underspends in 2025/26 will need to be carried forward to ensure enough budget exists for this scheme to be completed. A provisional budget to cover Contract Administration, Project Management, and other services including Legal and Officer time has been allocated for the sum of £134,560.
- The tender sum includes an all inclusive, pre-paid 10 year data package with no additional costs for use of the cloud platform. There are no licensing fees.

Legal issues

- Under Rule 18.12 and Part 4.5 (10) of the Constitution, the Cabinet is the authorising body for projects valued at over £750,000.
- Under Part 4.5 (11) and Rule 19 (17) of the Constitution, the Cabinet is responsible for the award of contracts valued at over £750,000. Under section 9E (3) (c) of the Local Government Act 2000 Cabinet is empowered to delegate its functions to officers.
- Legal services have provided support in contract development, and further support may be required for the Section 20s.
- The Council will need to follow the relevant requirements for landlords set out in this act if it wishes to recover the costs through the service charges mechanism.

Level of risk

28. Risk register – see Appendix 1.

Equalities impact

29. Equalities Impact Assessment - see Appendix 2.

Carbon and Environmental Considerations

30. Not applicable.

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Background Papers:

List the background documents and, if possible, link to them.

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