

Maintenance, Voids, Aids and Adaptation Contract



Scope:

Maintenance, Voids, Aids and Adaptation Contract

Client:

East Midlands Housing Group (EMHG)

Value:

£2.0M

Completion:

June 2016

Services Provided by J Tomlinson:

- Repairs & Maintenance
- Refurbishment

Project Background

EMHG is a registered provider of affordable homes. It manages 6,000 properties and provides homes to rent and for shared ownership as well as leasehold schemes for the elderly and supported housing schemes. As an existing Maintenance Contractor for EMHG, undertaking their gas contract since 2007, we were ideally placed to secure their day to day building repairs and improvement works contract for their Northampton operation. The works included day to day repairs, aids and adaptations and voids refurbishment. EMHG has experienced a significant rise in the number of void properties as a result of the Government's welfare reforms which have reduced the level of benefits received where a property has a spare bedroom.

J Tomlinson's Solution

We appointed a new project team consisting of a Contract Manager, two Customer Liaison Officers, eight Operatives and an Apprentice, all recruited from the local area. The team is co-located at the clients Northampton Office. Co-location has enabled us to effectively manage solutions to issues arising from the voids management process with increased speed and efficiency. We currently undertake eight domestic voids per week. The rationalised process has saved the EMHG the cost of recruiting additional staff to manage the workload enabling them to reprioritise the available funds.

Our team worked with EMHG's Call Centre to introduce a new booking procedure which allows tenants to choose an appointment time for maintenance calls. The client's team are able to make appointments for three dedicated J Tomlinson maintenance engineers allowing tenants a genuine choice of appointment timing, and allows the client to book the appointment with the engineer all within a single call.

Our experience in the Extra Care Sector enabled the team to quickly appraise and then carry out property alterations required by residents with disabilities. We have installed wet rooms, ramps and, handrails as part of the required aids and adaptations.



Project Achievements

CO-LOCATION – our dedicated project team is located at EMHG Northampton office. The shared office environment provides many benefits; including an improved service, enhanced customer experience, more effective call handling and allocation of work, shared resources and assets, joint problem solving, shared training and induction opportunities and sharing of best practice.

REDUCED COST AND VOID TURNAROUND – EMHG were managing the voids works utilising a range of contractors. We have been able to reduce costs and void turnaround time, by a more efficient management of the process void turnaround has been reduced from twenty eight days down to eight days. We complete the Pre-Works Inspection identifying required works, submitting the report and quoting in accordance with our Schedule of Rates.

EXCEEDED SERVICE LEVEL AGREEMENT - 99% repairs completion within the required timescale and above KPIs.

COMMUNITY INITIATIVES – we supported the local economy through the recruitment of a locally based workforce. We also provide added value to the residents in the area by the provision of a local handyman service with works being completed at the time of our repair visits to reduce cost.