

2017 NHMF Awards Shortlisted: Best small client



National Housing
Maintenance Forum



Golden Lane Housing

working in partnership with **men**cap

Golden Lane changing its approach to repairs

Golden Lane Housing has delivered the initial phase of a year-long project of an in-house maintenance workforce in an area covering the North Midlands, Yorkshire, Derbyshire and the North West. The project was to establish a repairs service that exceeded customers' expectations by delivering a dedicated service. Golden Lane had previously employed a sub-contractor to deliver its repairs and maintenance service, but found that owing to the specialist nature of the work and location of properties it was difficult to manage. Customer satisfaction and performance was at a low point. Golden Lane was keen to ensure that the project delivered an effective, value for money repairs service, which included a robust evaluation framework to track the expected benefits and costs of the new delivery model.

Judges' comment

Golden Lane is always looking to innovate, and this small organisation continually seeks to find ways to improve the wide range of services it delivers to its vulnerable residents.



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