

2017 NHMF Awards Shortlisted: Best contract



National Housing
Maintenance Forum



Riverside make a reactive repairs service proactive

Following a pilot scheme, Riverside launched a nationwide proactive repairs approach to its repairs service delivery at the end of 2015. Using historical repairs data, properties requiring a high level of responsive repairs were identified and given an MOT. Once completed, a suite of reports measured post MOT repairs. There had been a reduction in the number of repairs and average costs. All Riverside's stock will now be given an MOT on a four year rolling programme. The benefits for the contractor are clear, as there are fewer visits to the same properties, and all repairs are addressed in one go. Residents have reported that this approach is better for them, as all repairs are done in a short space of time.

Judges' comment

This is a positive way forward and shows courage and innovation.



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