

2017 NHMF Awards Shortlisted: Most improved asset management service

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National Housing
Maintenance Forum



Broadacres Housing Association transforms its repairs and maintenance service

Broadacres Housing Association transformed its Repairs and Maintenance service, undertaking organisational change to create a customer first internal service. Working with Vantage Business Solutions they undertook an options appraisal to review the feasibility, scale and capability of an internal delivery model. The result was a radically redefined approach, encompassing mobile solutions in IT, a private sector approach to performance management and training and mentoring staff across the whole organisation.

Broadacres now deliver a hybrid model, with a significant portion of repairs and maintenance delivered in-house. The model includes an element of partnering with other local RPs to deliver aspects of the service to geographically disbursed regions. It has delivered £2 million annual savings, 80 jobs for the local community, an apprenticeship scheme and considerable knowledge and skills transfer process. Broadacres is a 2016 Sunday Times top one hundred best not for profit organisation.

Judges' comment

This project demonstrates how residents and their landlords can work together to achieve better outcomes at a lower cost.



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for maintaining assets**

2017 AWARDS



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