

2017 NHMF Awards Shortlisted: Most improved asset management service

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National Housing
Maintenance Forum

First Wessex 

First Wessex: a new approach to empty properties

Over a six month period First Wessex has made savings of over £500,000 and improved resident satisfaction by changing its approach to empty properties. To achieve these results a new, Lean approach was adopted. This meant reviewing processes, procedures and changing its culture and working practices. Using solutions-based methodology with the support of the Lean Partnership, the existing approach was examined and revised. This delivered significant efficiencies and demonstrable benefits to the customer and the business.

Judges' comment

Impressive performance with clear opportunities to replicate the initiative. By reorganising current resources this project has demonstrated good financial savings.



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for maintaining assets

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