

2017 NHMF Awards Shortlisted: Best customer impact



National Housing
Maintenance Forum



The Hyde Group

Making a lasting difference

Hyde Quality Standard: Five star savings

The Hyde Quality Standard (HQS) offers social housing residents unprecedented choice when their homes are modernised and Hyde makes an immediate saving at the same time. Residents have the option to upgrade their choices and to pay for, and have fitted, their own materials including built-in ovens, hobs or whirlpool baths. The HQS has improved customer satisfaction, given residents an increased sense of pride and ownership and will save Hyde an estimated £15m over the next four years. The HQS has raised standards of installations; reduced rent arrears; saved £2m in 2015/16, through demand-led replacement and reduced material, maintenance and replacement costs, and enabled installation of an extra 54 kitchens and 28 bathrooms at no additional cost.

Judges' comment

Provides great resident choice and savings through good partnering and contractor management.



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