

# 2017 NHMF Awards Shortlisted: Best client

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National Housing  
Maintenance Forum

**Basildon Council**  
BASILDON • BILLERICAY • WICKFORD

**MORGAN  
SINDALL**  
PROPERTY SERVICES

## Basildon Council's single service approach

When the council procured its new 15 year £300m integrated asset management contract, it did so with one key objective, which was to provide a robust works management system and single point of contact for all customers and property managers. Basildon Council had previously used over 40 contractors to deliver services such as repairs, maintenance, gas servicing, corporate buildings and planned works resulting in a fragmented service delivery. There was a disconnect between the services and systems, which made putting together accurate asset management plans difficult, costly and created confusion with residents when reporting repairs. The new contract was required to reduce costs, improve the quality of the service and bring additional social benefits to the local community, including providing job opportunities and apprenticeships.



## Judges' comment

This project sets out to deliver benefits to the community in terms of work opportunities, better homes and a reduction in public spending over 15 years. It has the potential for some impressive improvements.

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**Setting the standard  
for maintaining assets**

**2017  
AWARDS**



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