

# NHMF Maintenance Conference 2019 Awards shortlist



# Best customer impact

## Gentoo Group



### Something Not Quite Right (SNQR)

Gentoo's SNQR ("Something Not Quite Right") is an innovative initiative that gives front line R&M staff the facility, through their hand-held units, to confidentially report any area of concern when they visit properties and customers for repairs. These staff are the 'eyes and ears' of the organisation and are uniquely placed to observe patterns of vulnerability, potential domestic abuse, welfare, fuel poverty or other conditions which may be an area of concern.

This is the first time that a project of this scale, covering stock of approximately 29,000 units was introduced and Gentoo felt that the initiative sat well with their ethos of operating a business with a social conscience, and was the right thing to do.

### Judges' comments

An excellent submission that was imaginative and relevant. It challenged current thinking and provided ideas that could be adopted within the sector. It was innovative and thought provoking!

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