

NHMF Maintenance Conference 2019 Awards shortlist



Best contract

Southern Housing Group & DW Support Services



Delivering customer excellence collaboratively

Industry-leading customer service was delivered through team work, a collaborative culture of putting customer needs first and targeting continuous improvement. By revisiting the basics, Southern Housing Group and DW Support services were able to establish team goals and set targets, all of which have resulted in excellent customer satisfaction performance including zero complaints across 10,000 repairs in a year.

A focus on data allowed teams to understand performance and identify areas of improvement, leading to improved asset knowledge. A consistent workforce provided insights into property conditions and improving customer confidence in the service. As a result, end-to-end repair times were significantly reduced. Voids were also turned around faster resulting in less consequential rent loss. Improved communication has closed the gap between expectation and reality, resulting in a shared response to customers' concerns.

Judges' comments

An excellent submission with evidence that supported the need to change and how this was achieved. The bid demonstrates a clear commitment to collaborative working and there is some evidence that this has already improved things for the client and residents.

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