

National Housing Maintenance Forum

Session 2b

Communication; the key to going green
whilst staying lean.

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Introductions

- Ralph Middlemore FRICS
 - Director of Property Services
- Andrew Semple
 - Managing Consultant , Orginspire

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Overview of Property Care

- West Midlands based
- Turnover of £7.5 million
- 58 staff employed
- SSHA is the biggest client
- TMO's and the Coal Authority



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Context

- Legislative pressures
- Moral & Social Pressures
- Green Deal
- Economic Pressure
- Fuel Poverty
- Customer pressures



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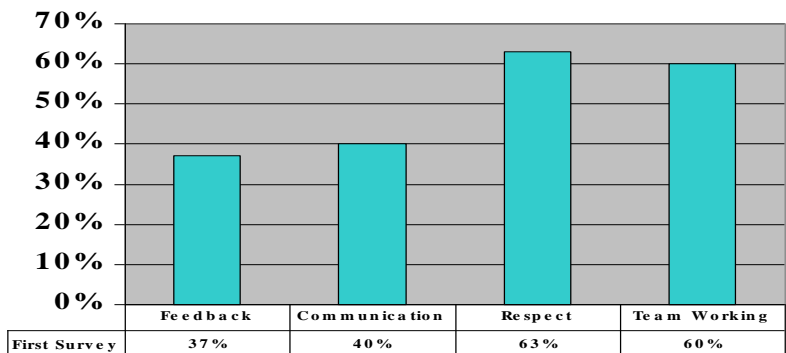
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Traditional Investment Approach

- Invested in new technology
 - New Systems (Air Sourced)
 - New vehicles (greener)
- Invested in new processes,
 - Mobile working
 - Scheduling



Employee Survey



■ First Survey



Wake Up Call

- Element of Surprise.
- Communication
- Clear message



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On reflection

- Reactive
- Top down
- Comprehension
- Synergy.
- Care

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Our Focus

- Better links.
- Leadership credibility.
- Leadership skills.
- Return on people investment.

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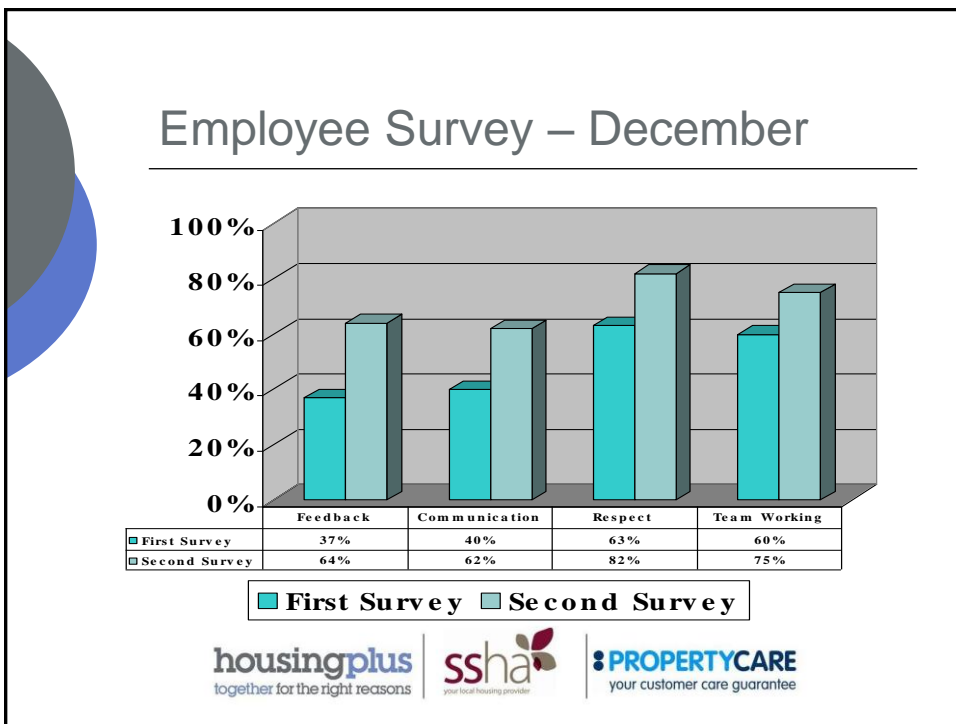
Lets make it our business

- The Property Care Vision.
- Our Business Challenges.
- Employee Involvement.
- Leadership Commitment.
- Employee Commitment.
- Leadership follow through.

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- ## Improvement meetings
- Run monthly by line manager.
 - Includes all DLO employees.
 - Management improvement forum.
 - Led to substantial organisational savings.
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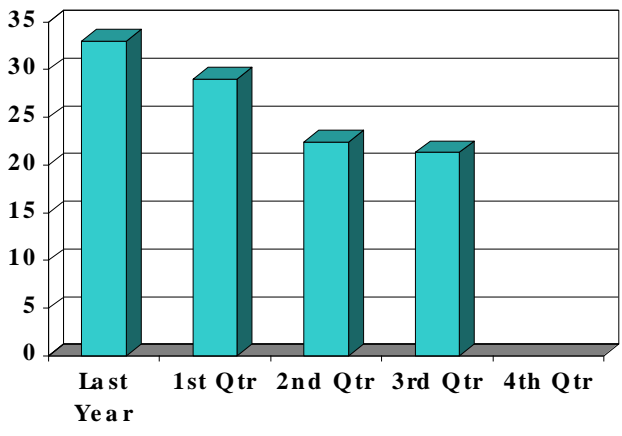
Void Improvement

- o Voids challenged.
- o Early intervention.
- o Greater team working.
- o Reduced time



General Need Voids - Key to Key

Key-Key Void Times

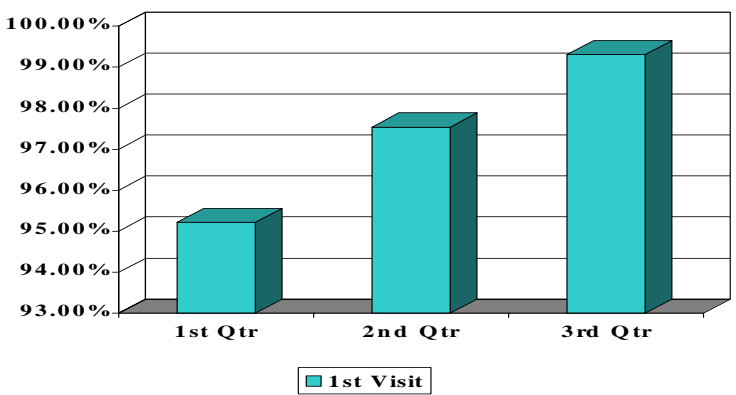


Responsive Repairs

- o Simple checklist.
- o Better stock knowledge.
- o Focused investment.
- o Visit routes.



Jobs completed on 1st visit

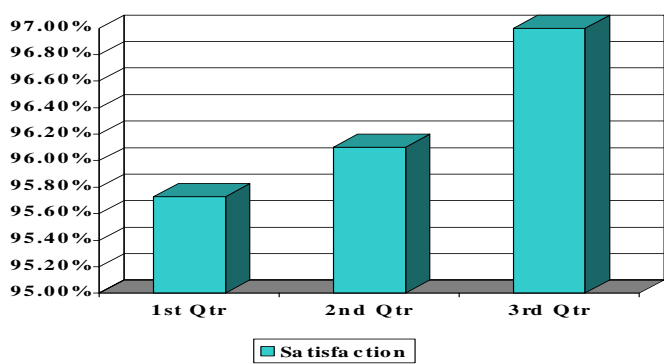


Customer's

- New technology
- The Local offer
- Customer Satisfaction.



Customer Satisfaction – Responsive Repairs





Five things we have learnt

- People care about the business.
- People care about the tenants.
- Leadership is the job.
- Trust is vital.
- Employees make the real difference.

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