



Winners of the National Housing Maintenance Forum's 2009 Best Practice Award

for the organisation that was best at meeting residents' needs in the provision of a Maintenance Service.



The award recognises the work we have done in partnership with our residents and Residents' Association to radically overhaul our repairs service to meet customer needs.

In the last year we have introduced:

- a four hour response time for emergency repairs;
- evening and Saturday morning appointment slots;
- an electronic customer sign-off to empower the customer to decide when the repair is finished;
- a Home MOT and Care Home Handyman Service to improve the efficiency of the service;
- text messages to remind our residents about their repair appointments;
- a new pay structure for our Trades Team, to put the focus on what is important to customers, with bonuses for first time completion, customer satisfaction and productivity.

The new service has delivered increased levels of customer satisfaction, greater efficiency and productivity at no extra cost.

An innovative responsive repairs service driven by customer feedback.

The Audit Commission

Our maintenance team provides a responsive repairs service and planned maintenance programme for our stock of more than 4,000 homes. They also successfully maintain homes for other housing associations.

If you would like to find out more about our Asset Management Service and what services we can provide for your organisation, please call John Barnes, Head of Asset Management on **01628 543100** or email **contact@mdha.co.uk**

