Housing Solutions wins national award

Housing Solutions has won a national award for its maintenance service.

The Maidenhead based housing association has won 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 done by Housing Solutions, in partnership with its residents, to radically overhaul its maintenance service. Over the last 18 months the service has been tailored to meet the needs of residents. Changes include a faster response time for all repairs and a four hour response for emergencies. A home MOT has been introduced for the most frequent users of the repair service and residents now sign-off repairs when they are done to their satisfaction.

The changes have meant that the Association has broken away from the housing industry norm for responsive repairs, so that it could deliver a customer-led service.

The new service, which is delivering higher levels of customer satisfaction and much quicker repairs for customers has already been described as: 'an innovative responsive repairs service' by the Audit Commission.

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This is the second major award the housing association has won. In November Housing Solutions was named as the winner of the Royal Borough of Windsor and Maidenhead's Excellence Award for Customer Focus.

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For further information please call Diane Kane, Housing Solutions on 01628 543156 or 07879 430380.

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