



Homes for Northumberland appointed VPS as part of a 2 month pilot scheme to improve the cleaning and clearance of properties.

BACKGROUND

Homes for Northumberland Limited is a non-profit making company responsible for the management of over 8,500 homes in the county of Northumberland. The company is an Arms Length Management Organisation working in partnership with Northumberland County Council.

Part of Homes for Northumberland’s remit is to provide neighbourhood and property services to tenants, residents and customers in Alnwick and Blyth Valley, with a commitment to service quality, value for money, and meeting tenant and customer expectations.

Homes for Northumberland require approximately 650 properties each year to be thoroughly cleaned and cleared, often at short notice, after a tenant moves out, to ensure a property is clean, free of rubbish and waste and ready for the next tenant.

OVERVIEW

SECTOR	Social Housing
CUSTOMER	Homes for Northumberland
CHALLENGES	<ul style="list-style-type: none"> • Poor quality of service from previous supplier • Service required with little or no notice
SOLUTION	<ul style="list-style-type: none"> • Cleaning and Clearance services • Developed checklist to ensure continuity of service

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George Andrews
Area Maintenance Manager
at Homes for Northumberland





PROBLEM

To ensure properties meet tenant expectations, Homes for Northumberland surveys each new tenant after they've moved in to make sure everything was ok on arrival. In 2009 some customer surveys started to highlight problems and criticised the cleanliness of properties, but because of its commitment to service quality, Homes for Northumberland acted swiftly to rectify the situation..

SOLUTION

Homes for Northumberland appointed VPS as part of a 2 month pilot scheme to improve the cleaning and clearance of properties. Working together, VPS and Homes for Northumberland developed and implemented a rigorous checklist to ensure a minimum standard and provide continuity of service at every property. This enabled the VPS cleaning teams to specify exactly what was undertaken and the Void Repairs Manager at Homes for Northumberland to check against this benchmark and sign off the work.

OUTCOME

George Andrews, Area Maintenance Manager at Homes for Northumberland, said: "VPS are often required to clean and clear a property within 24 hours and the systems and services they have implemented have led to a fast and responsive service, enabling us to improve the standard of cleanliness for our tenants. This has helped us to meet and even exceed our Key Performance Targets and results from our customer surveys reveal our new tenants are very happy."

Homes for Northumberland are carrying out an option appraisal on the cleaning service to its empty properties and the pilot scheme has continued for 7 months but VPS hope the contract will be put out to tender in the near future.

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