



## VPS clean and clears helps get Nottingham homes back into use

### BACKGROUND

Nottingham City Homes (NCH) is a not-for-profit Arms Length Management Organisation (ALMO), responsible for managing Nottingham City Council's housing stock. It manages around 29,500 varying properties and delivers a range of housing improvement and maintenance programmes to improve the quality of the stock and bring all properties up to the Decent Homes Standard.

### SITUATION

There is a huge demand in Nottingham for council accommodation, so it is essential that all properties are put back into circulation as quickly as possible when they become empty.

Nottingham City Homes currently repairs and maintains around 2,500 empty properties every year. Before any property is handed back to the lettings team ready for new tenants, it will be repaired and thoroughly cleaned. The high cleaning and performance standards that have to be met are monitored by NCH's management team and a team of involved tenants who frequently check the condition of 'ready to let' properties.

### OVERVIEW

<b>SECTOR</b>	Social Housing
<b>CUSTOMER</b>	Nottingham City Homes
<b>CHALLENGES</b>	<ul style="list-style-type: none"> <li>• 2500 properties to maintain</li> <li>• High standards of void clearance required</li> <li>• Working within limited timeframes</li> </ul>
<b>SOLUTION</b>	<ul style="list-style-type: none"> <li>• VPS Deep clean service</li> <li>• 24 hour turnaround guarantee</li> </ul>

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Darrell Smith, Project Manager of the Voids team for Nottingham City Homes





## SOLUTION

VPS has been working with Nottingham City Homes to provide void property security services since 2000.

In 2009 VPS was appointed via a competitive tender process as the approved contractor for all property cleaning requirements including gardening services.

Over the many years VPS has worked with Nottingham City Homes the emphasis has always been on fully understanding the client's needs, tailoring the service delivery to match this and wherever possible exceeding expectations.

Recent changes at Nottingham City Homes have resulted in new new quality controls being implemented to assist in producing valuable Key Performance Indicator feedback, encapsulating VPS's 'right first time' objectives.

VPS strives to consistently deliver an efficient turn-around time of 24 hours for cleaning all properties. To assist in achieving this, weekend working now forms part of the working week.

Monitoring performance is highly valued by both parties and forms part of the quality control process. This involves property inspections and tenant satisfaction surveys conducted with new tenants.

## OUTCOME

Since VPS commenced the property cleaning services the tenancy take-up rates have increased significantly, with between 98 - 100% of properties all returned within the specified timeline.

Darrell Smith, Project Manager of the Voids team for Nottingham City Homes, said: "VPS provides us with a service that is uniquely tailored for our needs.

They have teams working across weekends to make sure our vacant properties are secure, clear, clean and ready for new tenants to move in at the start of the new week. A quick turnaround helps to make sure tenant waiting times are kept to a minimum and every available property is being used.

The deep clean service that VPS provides also helps to rejuvenate properties, allowing us to maximise return on our investment."

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