



Customer Name

**Anchor**

Contract

**Responsive repair and void works**

## Project features

- Long-term partnership for responsive repair and void works
- Large geographical South West spread from the Midlands to Cornwall
- Partnership ethos
- Repair Days at local schemes
- Open book model

## Advantages/benefits

- Experience in managing large scale responsive repair and void works over a large geographical area
- Joint venture roadshows with Location and District Managers to create partnership ethos
- Educating Anchor staff led to a 40% drop in emergency callouts
- 'Repair Days' at local schemes reduced average repair cost
- First-time fix rate of over 85% through removal of double call handling
- 12% reduction in average repair cost in the first year

## Contract details

Ian Williams provided responsive repairs and void works as part of a long-term partnership agreement with Anchor; one of the UK's largest housing associations providing housing, care and support to people over 55 years old.

Works were carried out across Anchor's South West area containing over 400 multi-occupancy properties from the Midlands down to Cornwall. Highlights from this partnership included;

- Joint venture roadshows at various locations to present contract objectives to Location Managers and District Managers. This created a partnership ethos from the start and, through educating local managers, we were able to drive down emergency callouts from 60% to 20% leading to cost savings
- Introduction of 'Repair Days' at each local scheme after analysis of historic data and postcode groups. Our directly employed operatives would attend each scheme on a particular day to deal with all non-urgent repairs leading to a saving in fuel, reduced down time and drop in average repair cost
- Removal of double call handling through Ian Williams Helpdesk handling all calls from Scheme Managers. This helped to achieve a first-time fix rate in excess of 85%
- Open book model ensuring effective reconciliation with a target to drive down average repair by 3% each year. In Year 1 we exceeded this achieving a 12% reduction