

innovative approach to planned and responsive repairs



As a specialist provider of integrated building solutions to regional social landlords and local authority clients throughout Yorkshire and the North East of England, Milnerbuild currently provides repair and maintenance services to around 6,000 properties owned by its partner Accent Foundation.

While the planned and responsive repair services offered by **Milnerbuild** are both very different, the company has successfully devised an innovative system to harmonise the delivery of these two contracts while also achieving cost savings for both **Milnerbuild** and Accent Foundation.

Milnerbuild strives to ensure that all repairs, both planned and responsive, are carried out in the **fastest, most efficient** way possible. This process begins with the careful planning and analysis of all works.

Each Accent owned property has its own asset ID, against which all works carried out are logged for future reference. This system allows **Milnerbuild** staff to accurately track repairs and easily identify any recurring faults, which may then be investigated and resolved as **quickly and economically as possible** – for example, in some cases it may be more cost effective to replace a faulty part than to carry out a number of repeat repairs.

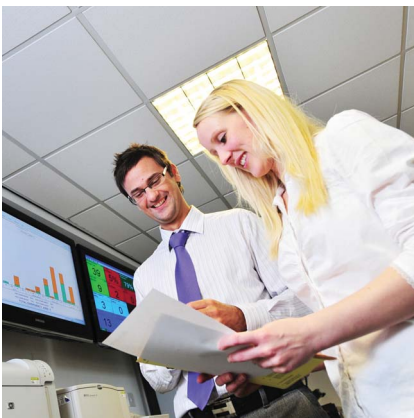
The system also allows engineers to **identify any repairs required** while an appliance or fixture is still under a manufacturer's warranty period, saving money on unnecessary repairs if the item can be replaced or repaired by the manufacturer free of charge.



% of jobs completed on time emergency, routine and urgent = 99.7%



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All planned repairs and maintenance works are scheduled in advance, which provides a further opportunity to streamline the service, as each responsive repair request is analysed as soon as it is received. This is to ensure that the most **cost effective and efficient way of fulfilling the request is identified**. This may be as simple as identifying engineers already working in the area that day on a planned repair who are able to attend – a process which is only possible where information for the full range of jobs carried out by **Milnerbuild** engineers is gathered and analysed on a continuous basis.

Alistair Hodgson, Managing Director, Milnerbuild, says, “Although these measures may appear to be simple on the surface, it is our methodical, common sense approach that allows us to effectively streamline all works carried out by **Milnerbuild**. As a result of our forward resource planning, we have successfully **outperformed inflation** for the last two years and delivered outstanding value for money and service to Accent Foundation and their customers.”

“Our KPIs and satisfaction ratings emphasise the success of this approach. With a year to date percentage of jobs completed on time including emergency, urgent and routine at 99.7%* and our overall customer satisfaction rating for planned works at 98.3%***, we are immensely proud of our achievements.”

As a result of these satisfaction scores and our ongoing commitment to effective partnering, the initial three year **contract between Milnerbuild and Accent has now been extended by a further 5 years** – further proof of the consistently high standard of service delivered by the company to clients across the region.

*Source: Jointly validated data received over a 12 month period July 2009 to June 2010.
**Source: circa 150 postal questionnaires returned over a period Jan to July 2010