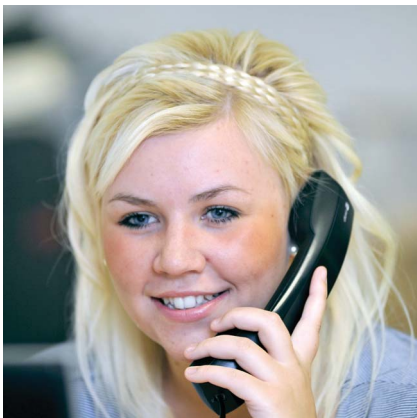


## integrated project teams and partnership working



**Partnerships** ensure situations are dealt with as quickly as possible, with the **minimum of fuss** for the customer



**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 delivers round the clock repair and maintenance services, void repair works, refurbishment, alteration and adaptation works to customers of properties owned by Leeds Federated Housing Association.**

What sets this service apart from others in the industry is the innovative partnership working agreement between **Milnerbuild and Leeds Federated Housing Association (LFHA)**, which clearly demonstrates the Milnerbuild commitment to achieving high levels of customer satisfaction, efficiency and effectiveness.

**Milnerbuild** is currently responsible for maintaining approximately 4,000 homes owned by LFHA, looking after everything from emergency repairs to routine maintenance. When an emergency does happen, **Milnerbuild** and LFHA work together in total partnership to ensure the situation is dealt with as quickly as possible, with the minimum of fuss for the customer.

These integrated working methods come into force from the moment a tenant makes the call to request a repair on their property, thanks to the LFHA integrated repairs team. These calls are answered from their permanent base at **Milnerbuild** head office in Leeds, using LFHA ISDN lines installed directly into the building.

Calls are then logged immediately using a fully integrated system accessible to both companies, to ensure that the correct engineer can be dispatched as quickly as possible – with no calls or handovers between LFHA and **Milnerbuild** necessary to get the job started.



We strive to **integrate** as much as possible with **LFHA** in order to provide the **best possible service**, to the point where **LFHA** tenants have been employed on our team

This truly integrated, flexible and direct approach brings with it increased efficiency, faster processing and value for money for both parties, each of whom has signed a charter stating their commitment to the Delivery Mission of ‘do it right the first time, the right way.’ It also reduces, and in many cases eliminates, any follow up and chase calls, as the job is dealt with from the moment the call is received and not when it is passed on to the maintenance firm as is the often the case with other housing associations.

**Alistair Hodgson, Managing Director, Milnerbuild,** “The working practices we employ with LFHA prove just how successful partnerships such as these can be when both parties are fully committed to **working together** for the benefit of customers.”

“We strive to **integrate** as much as possible with LFHA in order to provide the best possible service, to the point where LFHA tenants have been employed on our team to further strengthen our working relationship.”

**Matthew Walker, Chief Executive LFHA said,** “A repairs service only works well when the people taking calls from customers are in regular and effective contact with those staff organising the repairs.”

“The decision to co-locate our service centre staff at **Milnerbuild**, in the same offices as **Milnerbuild staff** dealing with repairs, has had a marked impact on the service we deliver. In our last annual **STATUS** survey of customers, satisfaction with our repairs services increased by **11.5%**, with one of the major causes being better working between Leeds Federated Housing Association and **Milnerbuild staff** as a result of the co-location project.”

“There is a lot of talk about ‘Partnership’ but seeing your contractor as a genuine partner with a real ‘buy-in’ to improve the service for customers has been an essential element of success.”



In our last annual **STATUS** survey of customers, satisfaction with our repairs services increased by **11.5%**