



Full asset management partnership

Swan Housing Association, Essex and London

Highlights

Axis has provided Full Asset Management of Swan Housing's 8,000 properties since 2009, delivering their responsive repairs, planned maintenance, voids and compliance requirements throughout Essex and London.

The year partnership has gone beyond its TPC2005 agreement's proposals, developing innovative and mutually beneficial delivery methods that have improved major aspects of the contract's management including: programming, pricing, inspection and direct transfer of data.

As well as creating a lean yet responsive structure it's also led to more efficiency, significant cost savings and performance enhancements that have seen resident satisfaction rise from 73% to consistently over 97% and defect free delivery rise from 75% to consistently over 96%. Void turnaround has also halved since the contract started.

Specifications

Full asset management

- Responsive repairs
- Compliance
- Cyclical decorations
- Voids
- Planned improvements

8,000 properties

2009-2029 duration



Beyond the responsive repairs service, Axis provides kitchen and bathroom replacements, cyclical decorations, rewiring works, gas servicing, energy conservation and efficiency measures and cavity wall installation among other asset management activity.

We're really proud of this contract and the partnering model our organisations have created since 2009. Please speak with Joseph Hayes, Business Development Manager, to find out more.

Client testimonial:

“ The partnership with Axis demonstrated a clear value for money advantage through the procurement process without diluting quality. VfM remains a key objective of the partnership team and we continue to drive through efficiencies year on year. ”

Terry Bird, Director of Asset Management,
Swan Housing Group



Contact

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