



Our portfolio

## Responsive Repairs and Maintenance

**axis**

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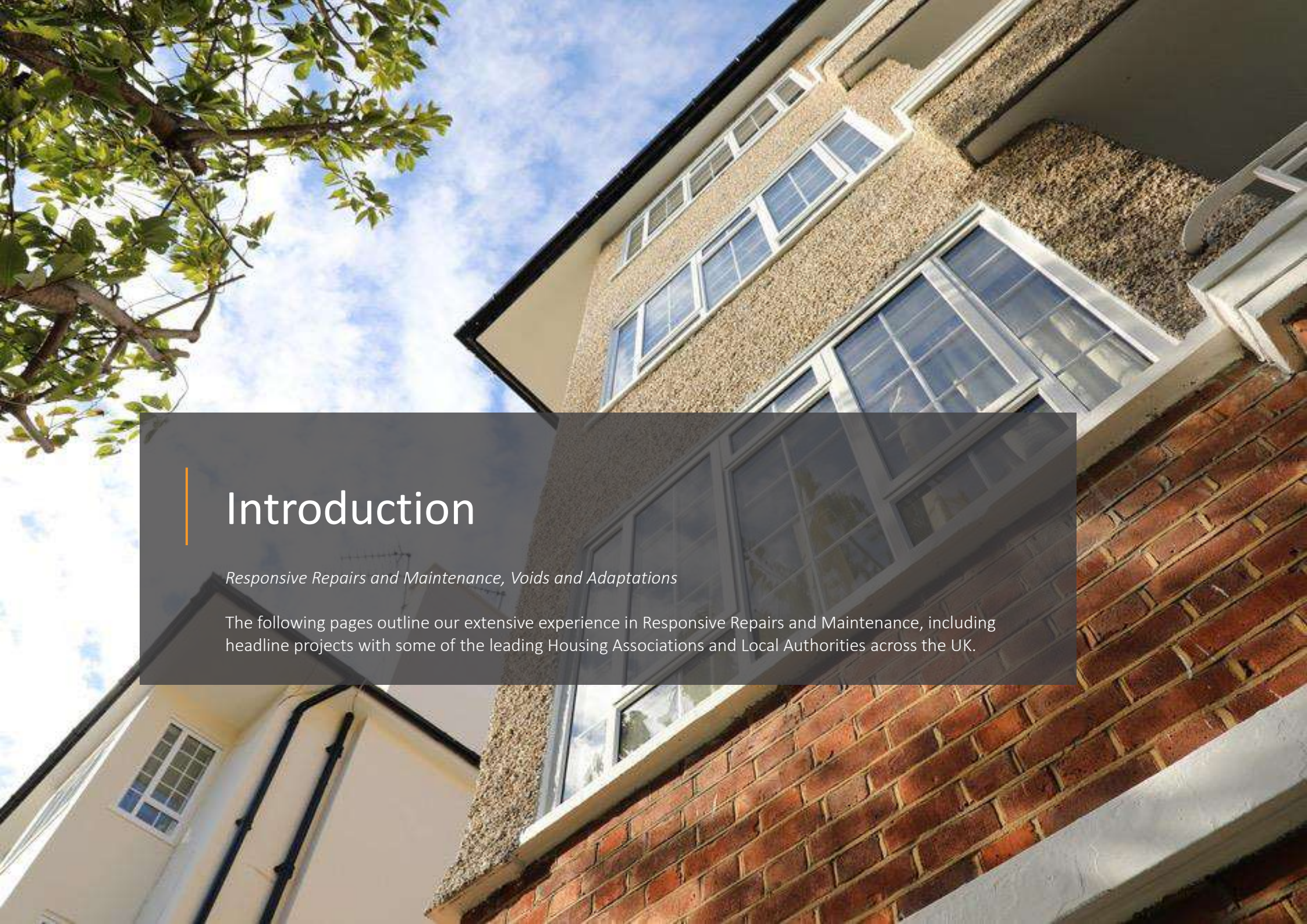
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# Introduction

*Responsive Repairs and Maintenance, Voids and Adaptations*

The following pages outline our extensive experience in Responsive Repairs and Maintenance, including headline projects with some of the leading Housing Associations and Local Authorities across the UK.



## Responsive Repairs at Axis

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Axis has been supporting landlords and social housing authorities to provide residents with safe and comfortable.

Our Responsive Repairs teams cover Urgent, Routine and Emergency Repairs, as well as Voids and Adaptations. We delivered over 333,000 repairs to residents' homes and achieved 92.8% resident satisfaction in 2020/21, despite restrictions of COVID-19.

### *What we can provide:*

- Call Centres, including Out of Hours, respond to residents' call outs.
- Operatives deliver repairs through a fully automated servicing appointment system.
- Resident Liaison Officers keep residents and clients fully apprised of the progress of the works
- Skilled, trained operatives all wear ID, corporate workwear including PPE according to government guidelines during COVID-19
- Strict Code of Conduct assures residents of a polite, respectful and professional service
- Efficient reinstatement of Voids
- Vulnerable residents' homes made safe and comfortable through our Aids and Adaptations projects


We hold the following accreditations: OHSAS 18001, Constructionline, SAFE Contractor, EXOR, ROSPA (gold), CHAS; and we are members of the British Safety Council (BSC). With an Accident Frequency Ratio (AFR) that is 72% below the industry average - we are fully set up to meet any Health & Safety (H&S) obligations.

## Our Responsive Repairs Clients

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## Experience – Responsive Repairs



Responsive Repairs, Voids, Gas Servicing and Breakdown



Contract: *Original 7-year contract 2014-21 (extended 3 years)*

Properties: *5,000 social housing properties in the borough*

“

*The last year has been the most exceptional and extraordinary period that we have ever seen...*

*Covid 19 meant that it's been really difficult to plan, resource and deliver a service of this nature, which is arguably the most important the Council has, as it affects some 20,000 residents of the Borough.*

*We've coped with continual lockdowns, poor winter weather and numbers of emergencies, and... seen continued levels of very good satisfaction, with good co-operation and communication. So from myself and RBK, here is a massive thank you. Well done!*

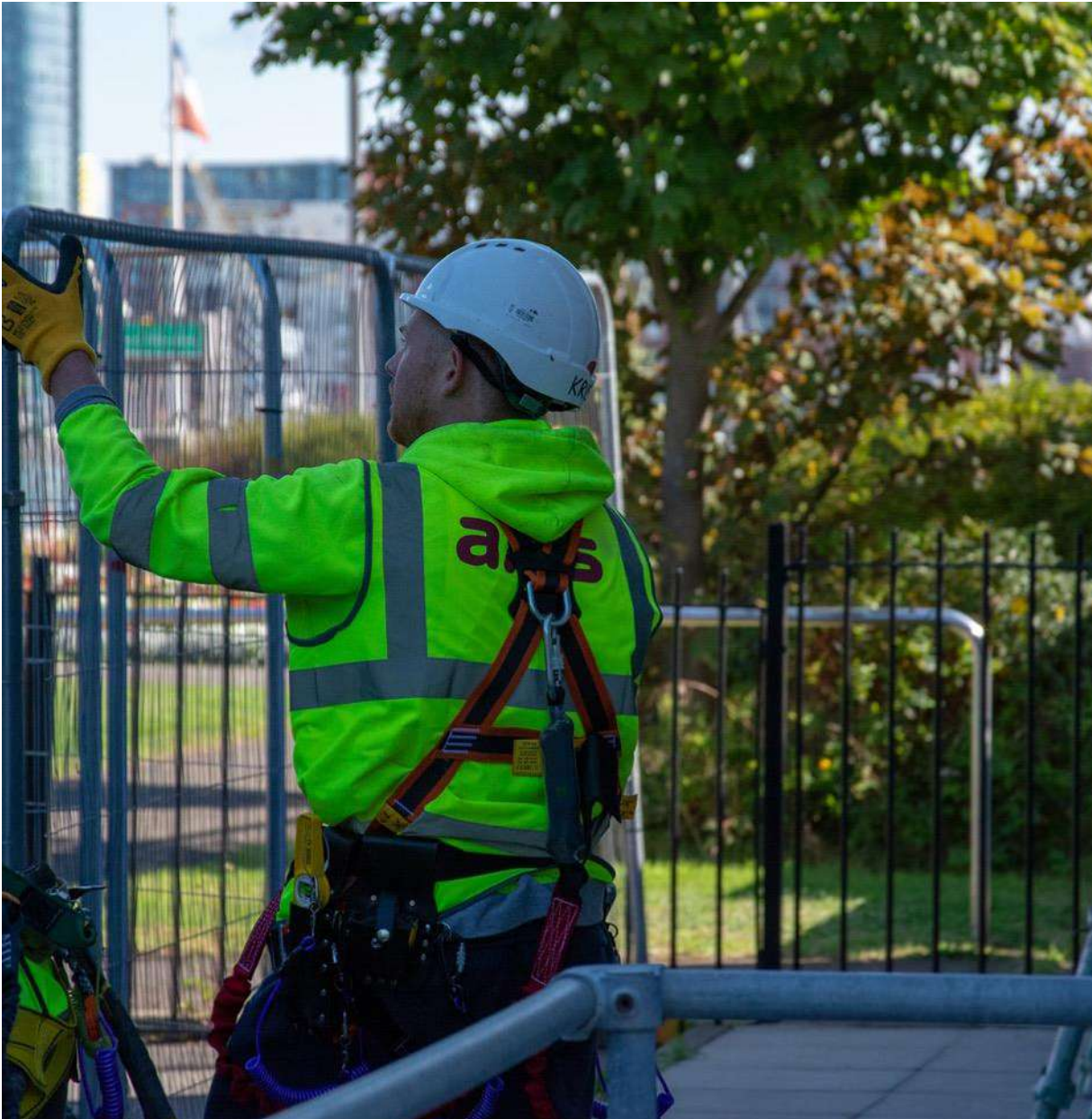
”

Simon Gagen MRICS MCIQB,  
Strategic Housing Asset Lead,  
Royal Borough of Kingston



## Onward Homes

Responsive Repairs, Gas and Void Services delivered by Axis' Midlands Division



**Contract:** *5-year contract started in 2018 (with option to extend 2 and 3 years)*

**Properties:** *35,000 properties in North West England from Southport to Stockport*

“

*Leanne Ball's (Director, Axis' Midlands Division) genuine commitment to us as the client, and to our customers is absolute, second to none, and gives me confidence that we are looking at the contract through the same prism and will work effectively through any challenges as they arise.*

”

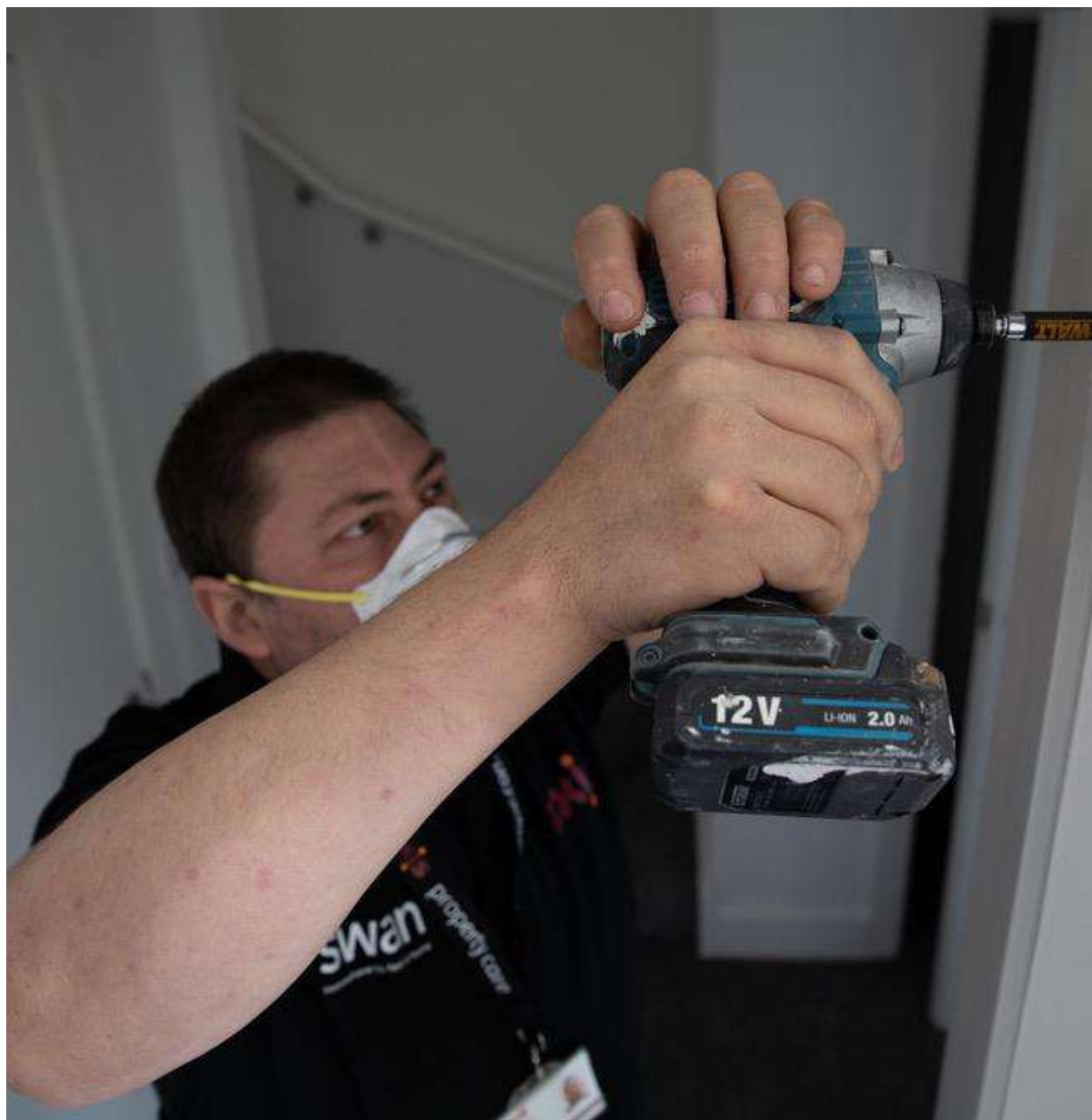
Wayne McDonald,  
Head of Regional Property,  
Onward Homes

*Our Midlands's Division supports the region's largest housing providers with robust resources, including local staff and close partnerships with our Midlands supply chain and subcontractors.*



## Swan Housing

Responsive Repairs, Voids and Adaptations Works as part of our Strategic Asset Management Term Partnership



Contract: 14-year contract started in 2009.

Properties: 11,000 properties in London and Essex

“

*I had the new kitchen put in as I'm wheelchair-bound. The new cabinets have pull-down shelves. And my hob and sink have nothing underneath so I can push my wheelchair under them.*

*Everything is now within my reach. Before this, everything was too high or too low. Now I love being in my kitchen.*

Swan Resident, 2021

”

*Our Call Centre took over 58,000 calls from Swan residents.*

*We had 92% resident satisfaction*

*We completed 30,333 responsive repairs, including communal repairs*



## Walsall Housing Group

Integrated Responsive and Planned Repairs and Maintenance contract with Housing Compliance services (including FRA and Gas)



Contract: 7-year project

*original contract  
began in 2014*

Properties: 20,000 homes in  
the region

“

*The integrated management approach adopted by Axis has really paid dividends for us.*

*Full transparency over works has demonstrated value for money savings and provided peace of mind that we are on top of our compliance.*

*But, crucially for us, we have been able to deliver better services to our residents*

”

Ammo Sing,  
Commercial Manager,  
Walsall Housing Group



## Brentwood Borough Council

Strategic Asset Management Contract comprises Reactive Repairs and Maintenance, Voids, Planned and Cyclical Work and Heating Systems



All figures relate to 2020/21

Contract: *10-year contract which began in 2019*

Properties: *2,439 properties in Essex*

“

*Axis provides excellent customer service and deserves recognition for continuing to operate during lockdown and in adapting to the new regulations brought about through Covid-19.*

*This high level of consistency and customer service has given great assurance to our tenants during what can only be described as unprecedented times.*

”

Cllr Maria Pearson, Brentwood  
Borough Council's Chair of Environment,  
Enforcement & Housing Committee

*8,500 repairs completed*

*99% of appointments made and kept*



## Clients Testimonials

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... Both Axis and Swan fully embrace dynamic partnering and the ethos of relationship management. Our partnership is founded on trust, mutual respect and a strong belief in excellent customer service.



Terry Bird  
Former Property Services Director, Swan



...Axis Europe went above and beyond to supply us with ideas other than a repairs service and we couldn't be happier with their appointment. The new contract offers compelling benefits to our tenants including housing MOTs, new IT communication processes, employment skills and opportunities and a significant annual charity donation that Melton residents will benefit from each year



Joe Orson  
Leader, Melton Borough Council




... I've found Axis to be adaptable, quick to respond and willing to embrace change. They've worked well with our involved residents... The experience we've had has been very positive overall.



Neil Sargent  
Maintenance Manager, Optivo





# About Axis



## About Axis

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Axis was formed in 1986 and restructured in 1994 leading to a lasting period of sustained growth.

Reliability, craftsmanship and a strong desire to add value at every juncture has been instrumental in our success. This approach has resulted in a high percentage of repeat business, supporting our company ethos that we have no desire to be the biggest service provider, but every intention of being the best.

There have been no changes of ownership and there are no significant pending developments, changes in financial structure or ownership, prospective take-over bids, buy-outs or closures.

We have a detailed five year business plan which measures growth alongside overhead and profit. Being a privately owned company means we can make our own decisions with regards to growth as we do not have separate shareholders and targets to compete against.

We use forward order books and a tender pipeline so we only bid for new business that we know we can deliver. This means we can guarantee continued high levels of service for our existing clients.

It is our aim to build long term, mutually rewarding partnerships with like minded organisations. We combine this with a drive for continuous improvement through in-house training, proactive use of key performance indicators, internal benchmarking, external auditing, and the regular introduction of innovative working practices.



## Areas of Operation

Axis has 4 offices across the UK, including our head office in Stratford, London. We operate in the South East, the Midlands, and the North West.

We have adapted to the times with an agile and flexible approach to working, and we can offer our clients hot desk workspace and meeting rooms in our offices.

Our widespread locations allow us to provide local support to our clients and support our mobile working approach, in all stock areas.





# A Professional Property Partner

Each client receives a comprehensive range of property services with dedicated management expertise, technical capability, specialist operatives,

head office support and a 24/7 help line. This ensures business carries on without disruption. Our integrated service means clients avoid problems

associated with managing a multitude of different contractors. One Axis contact will control and integrate the work of all contractors.

<div>£200m</div> <div>turnover</div>	<div>1000+</div> <div>workforce</div>	<div>6</div> <div>offices</div>	<div>36yrs</div> <div>established</div>	<div>5A1</div> <div>credit rating</div>	<div>1</div> <div>family owned</div>
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## Delivery Strength & Certainty

We pride ourselves on the professionalism of our management and operatives, who maintain a corporate culture. When our people are in your building, their behaviour and manner will be in

keeping with a business culture. All of our operatives are fully qualified, accredited and insured to carry out professional works in occupied or empty properties. This provides full compliance with

building regulations and to client agreed service levels. Our service carries comprehensive insurance cover.

					
		<div>Public Liability £15m</div>	<div>Contractors All Risk £2m</div>	<div>Employers Liability £10m</div>	<div>Professional Indemnity £10m</div>



# Thank You

Please contact a member of our team if there is anything else you would like to know

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