



First time fixes and the future of in-house maintenance teams.



SBHG: First time fixes and the future of in-house maintenance teams.

Shepherds Bush Housing Group (SBHG) prides itself on being more than just a landlord. SBHG builds communities by providing homes that people can afford and invest in people and places.

The housing provider manages 5,000 homes and endeavours to make affordable homes of quality the foundation of our society. SBHG regenerates neighbourhoods, enables residents to live independently and helps people onto the property ladder through low-cost home ownership.

Impact of using a mixed economy delivery model for resident services:



Average time to job completion is 2.3 days (with a KPI of 10 days)



First time fix rate up from 30% to 85%



Customer satisfaction up from 52% to 70%

“Steering away from big companies has its advantages. There’s more flexibility with smaller, local businesses that can turn up on short notice. It’s a better service that’s cheaper - not as many overheads - and supports local businesses that absolutely need the work.”

- Andy Hardwick, Director of Repairs & Maintenance, SBHG

Why a mixed economy model?

Andy Hardwick, Director of Repairs and Maintenance at SBHG explains that with a flexible procurement model for service delivery - one that uses in-house maintenance teams alongside the Plentific marketplace - he’s able to offer better services, faster and whilst supporting local businesses in line with SBHG’s ethos.

How does this work?

By hybridising the business model, SBHG puts its in-house teams on dedicated disrepair duty and puts the rest of the open work orders on the Plentific marketplace.

The local businesses on Plentific’s marketplace offer a more cost-effective service as there are not as many overheads involved. This also supports the growth of smaller businesses that absolutely need the work. It’s more flexible so there’s a greater likelihood of a contractor turning up on a Sunday morning.

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Andy sees the potential in making local procurement more geographically specific so that even some residents who are tradespeople can join on and support their own communities, improving their economic situation and re-investing in their neighbourhoods.

Value for money.

One major advantage to doing so is also proving value-for-money (VFM), a crucial metric for housing associations. Using work order management software with a marketplace tethered to it offers a real-time job overview, reducing lag between repairs.

The marketplace generates up to 5 quotes on each job posted, creating competitive pricing that helps maintain VFM goals.



Business resilience.

Andy cited a recent case where 90% of tradespeople in SBHG's in-house teams had to self-isolate because of a reported COVID incident. SBHG was able to switch off these teams and put all jobs onto the Plentific marketplace.

Commercialisation.

New agility and flexibility in the delivery model allows SBHG the potential to offer a service outside of expected resident and housing provider responsibilities.

Andy explains that this is maintenance work SBHG typically wouldn't do. But with a mixed economy model, the organisation has the capacity to be able to offer a wishlist of non-essential repairs. An example of this would be getting working taps replaced with something of a resident's choice, without diluting SBHG's in-house maintenance teams.

Future of work order management?

Andy explains that there's some sensitivity around repairs that in-house teams are better suited for. But after a working relationship is set up with contractors on Plentific's marketplace, direct feedback using our texting service helps residents form a relationship with the contractors, and a rating system on the platform allows property managers to give repeat work to highly rated local tradespeople.