



## Key Features

The partnership with Broomleigh Housing Association covers: -

- Responsive repairs 24/7
- Void unit upgrades
- Refurbishment project works
- Dedicated shared local administrative base
- Bespoke IT Systems
- Call Direct Helpdesk
- Budgetary Control
- KPI Based Performance

## Background

Broomleigh Housing Association, part of Affinity Sutton, is a substantial organisation providing tenanted and leaseholder properties in and around the London Borough of Bromley.

RPML provides hard facilities management services to 6500 properties on a bespoke partnering agreement basis, from a dedicated fully serviced base in Orpington, Kent. Egan principles, in particular best value, continuous improvement and high profiling of customer satisfaction are rigorously adhered to and constantly monitored.

## The RPML Role

RPML was selected via a four way, two phase procedure as a true partner rather than an external supplier, to direct deliver the maintenance service covering the building fabric, services (except heating) and the environs.

As part of the approach to true partnering, RPML and Broomleigh HA share the same offices in Orpington, Kent, ensuring full integration of both management and administration.