



Key Features

- Responsive repairs 24/7
- Lifecycle works
- Voids
- Work to common areas
- Project work
- Local administration base
- Bespoke operations IT management system
- Repairs help desk
- KPI based performance
- Fixed annual fee

Background

Partners for Improvement in Islington is a partnership between United House Ltd, HBOS and Hyde Housing Association.

Following the successful service delivery of PF11, the Partnership was invited to deliver a Private Finance Initiative scheme to the London Borough of Islington in order to bring an additional 4100 Victorian street properties up to the Decent Homes Standard.

Refurbishment includes new kitchens, bathrooms and central heating including new plumbing and wiring. Monitored on specific performance criteria, RPML provide the hard facilities management and lifecycle work to these dwellings stretching from the North London areas of Finsbury to the Archway.

Starting in October 2006, this service is based on an indexed linked, fixed fee basis for a period of 30 years.

The RPML role

Under the partnering agreement, RPML provides direct delivery of maintenance to building fabric services (except heating) in all dwellings and communal areas and the environs.