



Key Features

The partnership with The Town & Country Housing Group covers: -

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

Background

Town and Country Housing Group provide affordable homes in Kent, Sussex, Surrey and South London.

RPML provides hard facilities management services to 6000 properties on a traditional bespoke partnering agreement basis from a dedicated, fully service base in Pembury, Kent. Egan principles, in particular best value, continuous improvement, customer liaison and maximising occupier satisfaction are at the forefront of the operation.

The contract commenced on a traditional Schedule of Rates basis in January 2001 and was converted to a partnering agreement in April 2002.

The RPML Role

The partnering agreement with RPML involves maintenance of the building fabric, services (except heating) and the environs. RPML's team of operatives use PDAs and a bespoke software system that provides them with essential information to respond to residents' needs quickly, without having to return to base. The system also enables RPML to manage the unpredictable workload efficiently and cost-effectively.