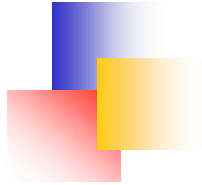




Case Study

Ascham Homes

Repair & Maintenance – Decent Homes



progress, manage & learn

PML specialise in the provision of bespoke service orientated solutions within all business sectors and markets. Companies seeking to develop and improve both their performance and efficiencies utilise the services of PML within the following, inter-related categories:

- Integration
- Mentoring and Coaching
- **CHANGE**
- People Management
- **PERFORMANCE**
- Audit Services
- **ASSET MANAGEMENT**

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Project Overview

As part of its Sustainable Communities Agenda, Ascham Homes, the ALMO for the London Borough of Waltham Forest has implemented a strategic partnering arrangement for Repairs and Maintenance (R&M) function. PML were commissioned to provide consultancy services to ensure the efficient delivery of this service in line with prescribed standards

The Service

PML undertook the programme management of the R&M functions to ensure a cost effective service delivery to maximise levels of customer satisfaction. The Partnering contract was developed and intrinsically linked to performance improvement enhanced by PML by way of contract implementation and the necessary training to effect this

Client Benefits

- A more efficient provision of the service establishing best value
- Greater customer satisfaction
- Performance management against national benchmarked standards
- Long term cash flow forecasting
- Linking capital works with R&M to generate efficiencies and component consistency