



Responsive repairs and voids

Croydon Council, London Borough of Croydon, South London

Highlights

Croydon Council awarded Axis an eight-year (+4+4) year responsive repairs and voids contract in 2014, with the opportunity of two consecutive four year contract extensions. Axis will deliver more than 40,000 repairs each year to their tenants and leaseholders.

Over 16,000 social housing properties across the Council's borough are covered in the property services agreement as part of which, beyond traditional repairs and maintenance, over 15,000 gas breakdown repairs and 10,000 gas servicing appointments are delivered annually.

Management of the repairs contact centre, which takes resident repair calls 24 hours a day, seven days a week, also transferred to Axis. Here more than 100,000 calls are taken each year.

Void reinstatement works includes kitchen and bathroom replacement.

Specifications

- Responsive repairs
130,000 completed*
- Call centre operating
306,500 calls processed*
- Voids reinstatement
2006 units*
- Gas repairs
47,574 completed*
- Gas servicing
34,729 appointments*

**in the first three years*

16,000 properties
2014-2022 plus extensions



As part of the mobilisation for the contract, Axis purchased 57 new vans, (TUPE) transferred 100 staff, integrated Council and Axis IT systems and refurbished a 1000m² Croydon office ready to house the dedicated Croydon Council contact centre team.

The Council's tender invited bids from contractors who could demonstrate methods of improving customer service, efficiency, value for money, levels of work completed on the first visit and void turnaround times to maximise rental income. Based on performance the contract can be extended by the Council for a further eight years, in two four-year increments.

In addition to meeting the stated criteria, part of which will create savings of £2m each year that the Council can reinvest in its housing stock, Axis has also committed to significantly contribute to the Council's own community initiatives' programme: employing new apprentices each year, recruiting locally, accommodating work placements and providing volunteers for community causes.



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