

Procurement of long term asset management services

Overview

Following a period of change within the delivery of their responsive repairs and voids works Gloucester City Homes were looking to procure a long term partner that would provide a high quality, customer focused and sustainable asset management service.

Appointment

echelon were appointed by GCH following a recommendation and a proposal provided.

Role

- Hearts and Minds' Workshop engaging all stakeholders to understand good practice, aspirations and areas for improvement for the new Partnership
- Strategic Core Group established to manage the procurement process
- Produced bespoke specifications, KPI handbook and quality questionnaires to ensure GCH identify a Partner that has a similar culture
- echelon provided in depth cost analysis to ensure GCH were able to demonstrate the value for money when selecting their preferred contractor
- Start up Workshop was held with all stakeholders to begin the Partnership with shared goals, aspirations and commitment
- Post award support ensuring Residents continue to be engaged in the delivery of the service



GCH and Lovell 'working together' shown with dual logos on uniforms, vehicles and ID's which was a clear requirement by GCH residents.



"echelon delivered an extremely detailed and very structured procurement process. Their tender documents clearly reflected Gloucester City Homes values and enabled us to tailor our services to meet their needs.

echelons management of the process and ability to adhere to very tight timescales was second to none"

Wayne Davies
National Business Development Manager
Lovell Respond