

## Procuring partners for a responsive repair & void property maintenance contract

### Overview

Brent Housing Partnership Ltd (BHP) is an Arms Length Management Organisation managing approximately 10,000 homes for Brent Council.

April 2006 saw the commencement of a new response repairs and void Partnering project including gas servicing.

### Appointment

echelon were appointed Partnering consultants as a result of successful completion of other projects with BHP.

### Role

- Carried out an initial review of BHP's existing service.
- Reported back to BHP the existing strengths and weaknesses of the current Partnering arrangement.
- Tendered through OJEU using a restricted tendering process.
- Developed PQQ in conjunction with BHP steering group.
- Evaluated returned PQQs by facilitating an evaluation workshop with BHP steering group.
- Evaluated Tender documents.
- Facilitated final stage visits and formal interviews of short listed Contractors.
- Over saw the implementation of the new Partnering Contractor.
- Facilitated KPI workshops to develop and agree the KPI model.
- Facilitated workshops to develop the risk management process.
- Provided on-going support for the delivery of the Partnering contract.



A resident in her new property after completion of void works

“ echelon have had a long term relationship with BHP and have delivered several projects including Partnering Advisor Role on Decent Homes, Procurement of Responsive Repairs and Best Value Reviews of several Key Service areas). We have always found echelon to be responsive to our needs and they have helped BHP deliver the aspirations of the ALMO ”

**Gerry Doherty**  
**Director of Technical Services**  
**Brent Housing Partnership**



Mathew Baxter undertaking a 'Hearts & Minds' workshop with stakeholders