

## Developing an integrated Asset Management solution, moving towards a 3 star service

### Overview

Established in 1985, Midsummer Housing Association manages over 6,000 properties in Milton Keynes, Bedfordshire, Northamptonshire, Hertfordshire and Norfolk.

In September 2006, Midsummer invited tenders from companies who would be interested to work with them through 'a Partnering agreement' to provide a first class maintenance service to their Residents.

This resulted in Connaught Partnerships Ltd being selected as Midsummer's preferred partner supplying an integrated Asset Management service.

### Appointment

echelon tendered against three competitors to become the Partnering advisor for Midsummer, winning on both cost and quality.

### Role

- Carried out an initial review of Midsummer's existing Partnering Contractor to review the existing service.
- Reported existing strengths and weaknesses of the current Partnering arrangement to help develop the new 3 star service.
- Facilitated a 'Hearts & Minds' stakeholders' meeting to analyse the existing service from all perspectives and identify areas for improvement.
- Defined and revised the existing specification.
- Tendered through OJEU using a restricted tendering process.
- Acted as advisor in all stages of the procurement process.
- Oversaw the implementation of the new contract.
- Provided ongoing support for the delivery of the Partnering contract.
- Facilitated KPI workshops to develop and agree the KPI model.
- Facilitated workshops to develop the risk management process.



*“ echelon have provided Midsummer with excellent advice, information and many new ideas for re-tendering our existing Partnering contract for our Asset Management service. Our aim is to achieve a '3 star' Asset Management service and with echelon's help, we feel we are a long way to achieving this goal.*

*We look forward to continuing to work with the echelon team on further projects.*

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**Dave Willis**  
Deputy Chief Executive  
Midsummer Housing Association



Connaught

*“echelon proved vital in smoothing out the bumps through the integration period. echelon's help was invaluable and gratefully received”*

**Jonathan Gibbs, Project Manager,**  
Connaught Partnerships Ltd