

DELIVERING ON PROMISES FOR RESIDENTS AT NORTH LINCOLNSHIRE HOMES



North Lincolnshire Homes – Better Homes, Stronger Communities

North Lincolnshire Homes is a Registered Social landlord which took over the ownership and management of 10,000 homes from North Lincolnshire Council in 2007 following a successful ballot of tenants.

As one of the improvements needed to bring homes up to the Government's Decent Homes Standard, North Lincolnshire Homes recognised the need to increase its investment strategy for windows and doors.

Around £17million will be invested on windows over four years in 5,900 homes including 10,000 new composite doors and up to £6million on roofline products.

Anglian Building Products won the competitive tendering process and undertake the works direct, working alongside North Lincolnshire Homes other appointed contractors, Bullock Construction and Mears.

Anglian were able to start the work programme immediately following the transfer, enabling North Lincolnshire Homes to deliver its early promises to tenants.

Anglian are working on around 60 properties per week, exceeding its programme target and enabling North Lincolnshire Homes to meet its commitments to residents.

As usual, policy on its approach to large volume contracts of this nature, Anglian has established a 4,000 square feet depot in Scunthorpe. Staffed by local residents, the facility has allowed the programme to be carefully managed and exceed original programme expectations.

'We are delighted with the service we have received from Anglian. We have an enormous investment programme to deliver to meet our tenants' expectations and we depend on our contractors to play their part. Anglian have proved their willingness to be part of North Lincolnshire Homes' commitment to meeting the Decent Homes Standard.'

Jane Duncan

North Lincolnshire Homes' Chief Executive

C A S E S T U D Y


D E C E N T H O M E S

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This ensures the quality of installation is maintained while delivering on the agreed Key Performance Indicators, which include these listed below:

NORTH LINCOLNSHIRE HOMES KPI SUMMARY		
	Target	Achievement
• Maximum time in property	90%+	✓
• Customer satisfaction - response times	40%+	✓
• Customer satisfaction scores	80%+	✓
• Defect free achievement	80%+	✓
• Local labour employed on project	40%+	✓
• Health & Safety indicator	5.5 or lower	✓

 On or ahead of target

CONTRACT DETAILS	
Project	Decent Homes Window and roofline replacement programme
Client	North Lincolnshire Homes
Project value	Approx £28.5m (over 4 years)
Product details	PVCu windows, doors and roofline products

Anglian Building Products is the b2b division of Anglian Windows Limited, the UKs market leader in the provision of PVCu windows, doors and conservatories.

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