

Asset and Compliance

- Fire safety and statutory compliance;
- Fire safety training;
- Technical support & guidance;
- Legislative Compliance management and reporting;
- Electrical safety inspections;
- Gas safety inspections;
- Asset Management;
- Architectural design;
- Planning applications;
- Building control applications;
- Building surveying;
- Stock condition surveying;
- Project scoping and specification;
- Tender analysis & contract award;
- Contract delivery management;
- Health and Safety work planning;
- Minor work requests over £15k
- Asbestos management and statutory compliance;
- Party Wall Act;
- CDM 2015 and safety risk management;
- Health and Safety work planning overview;
- Safety and quality assurance compliance;
- Health & Safety training;
- Tool Box Talks;
- Safety Bulletins

Shared Support Hub

Business Support and Customer Services

- Customer Services;
- Business support management;
- Finance;
- Job costing;
- Reconciliations;
- Financial analysis
- Customer contact;
- Job scheduling and work force planning;
- Administration;
- Data entry;
- Scanning;
- Indexing;
- Performance & Customer experience;
- Training gap analysis and coordination;
- Report a repair;
- Repair enquiry;
- Request an inspection;
- Rent payments;
- Rent arrears;
- Rent enquiries;
- Housing benefit and claim enquiries;
- Homeseach applications and processing enquiries;
- Property allocation enquiries;
- Reporting nuisance;
- Tenancy related enquiries;
- Mutual exchange enquiries;
- Reporting a death

Operations

- Reactive maintenance repairs;
- Electrical repairs;
- Gas repairs;
- Boiler replacements;
- Workforce supervision and management;
- Small works delivery;
- Void processing;
- Void validating and scheduling;
- Void works;
- Mutual exchanges;
- Tenant minor work requests;
- Estate inspections;
- Property inspections;
- Health and Safety work planning;
- Asbestos tasks;
- Minor work requests up to £15k;
- Warehousing;
- Equipment assets and statutory inspections