

Working in partnership to deliver exceptional levels of customer care
Winchester City Council Property Services

OSBORNE



At Osborne Property Services, we understand the importance of long-term partnerships.

Well-established relationships can create efficient delivery of the highest possible standards of quality and customer service.

This is demonstrated in our 15-year contract with Winchester City Council. Through a trusted relationship, Osborne could explore the possibility of using our existing delivery teams and local supply chains to further improve the repairs and void services to include a wider scope of planned works. These changes helped not only to secure cost savings for the council, but will also improve homes and communities for tenants and residents.

Dedicated customer care

Working closely with the council and resident representatives, we have tailored our service delivery processes to develop an effective customer care approach to implement the highest possible standard of planned works.

This approach involves:

- Kitchen and bathrooms being placed into small batches, with materials specified by Winchester City Council to ensure a choice of colour options for residents
- Engaging directly with residents during the works for smooth delivery of upgrades to kitchen and bathroom installations
- Pre-inspection and customer care consultation during the works
- Additional assistance for tenants and residents, including removing furniture and handyman jobs whilst being mindful of additional needs

The result of this dedicated customer care approach? Customer satisfaction ratings in excess of 98% over the past 12 months, recently resulting in a 5-year contract extension to continue delivering responsive repairs, voids, and planned works for the council.

Major void works are delivered on average in just 11 days, with all work overseen by our Service Delivery Manager, supported by a dedicated Quantity Surveyor and Assistant Quality Surveyor.

These successes have been achieved through a more efficient workforce ensuring greater flexibility for managing workflow, to support the council's ever-changing needs and to ultimately ensure cost savings.

"The flexibility of Osborne's approach ensures that tenants have access to good workmanship and polite and helpful operatives, who take total accountability in the event of problems." - The Tenants and Council Together committee (TACT)

