

EAST KENT COUNCIL

Case Studies



Servicing & Maintenance Contract

Client: **East Kent City Council**

Category: **Annual Servicing, Maintenance and Repairs to Domestic Central Heating Installations**

Date: **January 2013**

Gas Call Services were appointed as a new contractor to supply heating maintenance to 17,000 homes in Kent. The Gas Call team created a new plan after inheriting a contract that was failing to hit all KPI's.

These actions included improved procedures consisting of:

- Resource controller to ensure priority times were met.
- Increasing stock levels and enhanced training for engineers to ensure first time fix.
- Dedicated service planner, flexible appointments to meet demand, text reminders, autonomy with customer to make convenient appointments.

🏠 **17,500 Properties**

📺 **1.5 Million Pound Contract**

✂️ **96 % First Fix**

📅 **100 % Compliance achieved**

Gas Call Services are proud to have improved the service level agreement to come in line with realistic expectations across the housing stock.

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