

**Client:** Peabody  
**Location:** Millharbour Estate, London  
**Completion:** Ongoing



# Enhanced repairs scheme

Peabody - Millharbour Estate



# Enhancing the repairs experience

United Infrastructure and Peabody have launched a pilot initiative, aimed at enhancing the end-to-end repairs experience for residents in estates with high volumes of repairs and low customer satisfaction. The primary goal is to improve the customer experience from initial contact through to the completion of repairs.

The pilot covers 151 properties at 31 Millharbour, London. This estate was strategically chosen based on repair volume and the need to improve customer satisfaction by reducing repair times, improving appointment adherence, increasing first-time fix rates and enhancing customer communication processes. To address these goals, several new processes were trialled, including a weekly on-site supervisor, who puts up posters in communal areas, and carries out estate walkabouts to provide residents with additional touchpoints, and a point of contact for swift issue resolution. The on-site supervisor speaks English and Hindi and was able to explain to residents what works were required, and enable accurate repairs to be booked in immediately.

## Overcoming challenges

The pilot maintained alignment with the Peabody delivery model, while also introducing local repair team calls before attendance on site for better issue diagnosis. Residents were asked to provide photos of any issues, allowing for accurate repair allocation and timely part ordering. This approach familiarised our team with the building, ensuring better coordination and understanding of repair needs.

The team faced several challenges, including high demand for replacement window and patio door handles, which were out of stock. An alternative component was sourced with

Peabody's agreement. The team introduced leak detection equipment for precise location identification and analysis of historical building leaks, leading to faster problem resolution and reduced downtime. Relationships with residents were also established by our on-site supervisor to support quick turnaround times, first-time fix rate increasing from 60% pre-pilot to 93%, and out of 119 jobs raised, only 5% were duplicates, indicating effective and accurate repairs.





# Tailored solutions

The pilot scheme at Millharbour has demonstrated remarkable success, evidenced by the increase in customer satisfaction which rose from 70% pre-pilot to 100%. The tailored approach, innovative solutions and strong community relationships have paved the way for potential expansion to other estates, promising continued improvements in the repairs journey for all residents involved.

Understanding that a one size fits all approach is insufficient, the initiative focused on the unique needs of the local community. The weekly presence of the on-site supervisor strengthened

relationships with residents, the client and the building concierge. These relationships were crucial in identifying and resolving issues quickly and constant communication meant residents were kept informed of the next steps.

A strong relationship was also built between our on-site team and the external management company, leading to reduced end-to-end repair times. This collaborative approach enabled quick and efficient emergency responses, thereby preserving Peabody's housing stock.



The workers who have worked in my property have always gone above and beyond to complete the works especially the plumber was had to repair the toilet few months ago, they are polite and friendly.

Since Minesh (on-site supervisor) has worked at Millharbour I feel more confident when raising jobs in my property knowing I can speak to Minesh and he will appoint the correct operative to have the works completed on time and in a good manner. Having someone to speak to is much better then explaining the repair over the phone to Peabody.

**Resident, 36 Millharbour**



# Together we achieve more



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For further information on how  
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