

# Responsive repairs



# Overview

United Infrastructure has built a reputation over many years for delivering an outstanding repairs and maintenance service, a reputation that comes from consistently exceeding the needs and expectations of our clients and their residents that we serve. We are committed to managing responsive repairs, efficiently and economically and responding to 95 thousands of calls each year, whilst treating each individual case with equal importance.

Our head office is in Lingley Mere, Warrington and we have dedicated repairs offices in Thame, Oxfordshire and Loughton, Essex that deliver our reactive maintenance service across London and the South East.

85% of our operatives are directly employed, including carpenters, plumbers, electricians, tilers and locksmiths. We use trusted subcontractors in other trades such as drainage, cleaning, pest control, roofing and scaffolding.

All our operatives carry systems-integrated smart devices to collect, process and update work orders. Our fully integrated IT system and bespoke delivery solutions mean our clients and their customers receive the highest levels of service.



# Our service

We understand how frustrating it is when things break down and vital services stop working properly. We aim to give our clients peace of mind by being on hand to step in fast when repairs are needed.

Our fully resourced call centre is led by a dedicated Customer Services Manager, and our call handlers will always aim for a first-time fix to save clients time and money. They use a diagnostic tool to ensure they ask the right questions to diagnose the problem correctly and identify appropriate solutions, as well as factoring in issues like vulnerability and convenience for the customer. We also offer a full out-of-hours service.

We use dynamic scheduling to allocate jobs to the operative who is the 'best match' in terms of skills and location. Because we have operatives covering a wide range of trades, we can offer greater flexibility for customers and minimise disruption. We have a diverse supply chain so we are not over dependent on any one supplier for materials needed for repairs.

Our texting service keeps customers updated on their appointment, confirming when the operative is on their way and providing the opportunity for feedback through satisfaction surveys at the end of the process.

We can also integrate with client portals, to allow residents to log on and get live updates. Residents can create jobs, book appointments, add photos and notes and reschedule appointment times or cancel appointments. This can be done 24/7 365 days a year, giving residents more control and visibility of progress.



# Clients & case studies



## Peabody

United Infrastructure was engaged to relieve the pressure of Peabody's repairs backlog. We mobilised in three weeks, during which time we integrated our systems to maximise efficiency. We assumed responsibility for two boroughs in east London, allowing the incumbent contractors to focus on works in progress in the remaining boroughs. We also support Peabody across the London area with larger, more complex works. A true collaboration - a colleague from Peabody hot-desks at our office twice a week to enable joint resolution of issues before they escalate.

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## Southern Housing

Before Covid-19, we were achieving 97% customer satisfaction across 35,000 repairs a year. In partnership with Southern Housing we were awarded 'Best Contract' at the NHMF Best Practice Awards in January 2019. We intend to repeat this level of success in 2023 and beyond by working collaboratively with our partnering clients and adapting to volatile market conditions.

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## Catalyst

We took over a DLO region for Catalyst to transform its repairs procedures. We now use enhanced scheduling information and a new works management system to work towards real-time KPIs. The operational team now has access to up-to-date information, allowing operatives to influence the service proactively rather than after the event.

# Innovation & technology

At United Infrastructure, we pride ourselves on using the best available technology and innovative techniques to provide the very best service for our clients.

We partner with Totalmobile, a leading innovator in field service management and mobile workforce software solutions. The partnership enables us to maximise the potential of our mobile workforce, by providing an intuitive job management solution which gives our teams greater visibility and ability to control complex tasks. Being able to access and control all available data in one place in turn allows for a greater customer experience for our clients and residents. This solution provides us with the following capabilities:

- **INTERNET OF THINGS (IOT)**

Using sensors that measure moisture, gas and water we can identify issues and automatically create a job to address any problems identified.

- **REMOTE ASSIST**

Video diagnostic technology enables us to provide support remotely using a live video stream, this can speed up the diagnostic process and improve customer service.

- **LONE WORKER TECHNOLOGY**

Fully automated warnings based on timers rather than manual input.customer service.

- **CUSTOMER COMMUNICATIONS**

We can provide a portal for residents to access all information and can provide notifications using their preferred channel - portal, emails, SMS or letters.

- **REAL TIME ANALYTICS**

This provides us with all the information we need to monitor the service that we are offering in real time, identifying any potential issues quickly and easily.

# Health & safety second to none


**0** RIDDORS  
ACCIDENT  
REPORT

**356**   
SHEQ  
INSPECTIONS

**346**  **1,390,824**  
HOURS WORKED

**POSITIVE**  
INTERVENTIONS

**72** HOURS LOST  
TO INJURY

 **1,507**  
 **HOURS**  
**SPENT ON**  
**TRAINING**

**71,750**  
**REPAIRS**  
**DELIVERED** 

# Together we achieve more



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For further information on how  
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