



## Key Results

# 87%

First-Time Fix Rate

# 3 Days

Average Repair Completion Time

# 92%

Tenant Satisfaction Rate

# 21%

Repair Costs Reduction



## LJR Group's Offering

- Fire Door Installation
- Fire Stopping
- Electrical Services
- Fire Alarm Installation
- Carpentry Services
- Addressing Disrepairs

# Enhancing Repairs and Maintenance Efficiency for Notting Hill Genesis.



## Customer Background

Notting Hill Genesis is one of the largest housing associations in the UK, managing over 66,000 properties across London and the South East. As a leading provider of social housing, their primary focus is ensuring safe, well-maintained, and high-quality homes for thousands of tenants. With such a vast portfolio, efficient property maintenance and repairs are critical to ensuring compliance with housing regulations, reducing tenant complaints, and improving the overall quality of living for residents.

However, with an increasing volume of reactive repairs, delays in response times, and inefficiencies in contractor performance, Notting Hill Genesis sought a reliable, results-driven partner to improve its repairs and maintenance operations.



## Challenges Faced

Before partnering with LJR Group Services Limited, Notting Hill Genesis encountered the following key challenges:

### Low First-Time Fix Rate (61%)

A high percentage of repairs required multiple contractor visits, leading to prolonged disruptions for tenants.

Poor diagnostics and lack of materials during the first visit meant issues were not being resolved efficiently.

The inefficiencies were increasing operational costs and reducing the effectiveness of the repairs team.

### Slow Response Times

Standard repairs had an average turnaround time of 7 days, which was significantly impacting tenant satisfaction.

Emergency repairs were taking up to 48 hours, increasing the risk of health and safety issues.

Scheduling inefficiencies meant jobs were often delayed due to lack of workforce availability.

### Inconsistent Performance Monitoring & Lack of Transparency

No real-time tracking system was in place to monitor contractor performance.

Limited data insights into key performance indicators (KPI's) meant inefficiencies were difficult to identify and address.

The absence of structured analytics made it harder to predict trends and prevent recurring maintenance issues.

### Rising Maintenance Costs & Budget Pressures

High volumes of repeat call-outs were inflating maintenance costs.

The repairs backlog was putting additional strain on financial resources, requiring a smarter, more efficient approach.



"LJR Group Services has been a trusted and reliable partner for managing our fire safety and maintenance needs. Their attention to detail and professionalism in every aspect of their work has consistently impressed us. We value their thoroughness and the high standards they uphold in all projects. They have proven themselves to be a dependable contractor that we can always count on to deliver quality results."

– Fire Risk Officer, NHG

"We are extremely pleased with the services provided by LJR Group Services. Their professionalism, commitment, and outstanding work ethic have made them an essential partner for our repairs and maintenance operations. LJR's team is dedicated, working 24/7, and they always go above and beyond to meet our needs. They truly deserve all the success they achieve, and without a doubt, they are one of the best contractors we've had the pleasure of working with."

– Senior Repairs Officer, NHG

## The Solution

To address the challenges faced by Notting Hill Genesis, LJR Group Services implemented a comprehensive and strategic solution designed to improve first-time fix rates, reduce response times, and enhance operational efficiency.

### Solution to Low First-Time Fix Rate:

LJR Group Services focused on increasing the first-time fix rate from 61% by introducing pre-visit diagnostics and assessments to ensure that accurate fault identification and necessary materials were ready before arriving at the site. This approach eliminated unnecessary delays, reduced the need for multiple visits, and improved repair efficiency.

### Solution to Slow Response Times:

To improve response times, we streamlined scheduling processes and introduced a dedicated service team for urgent repairs. We reduced the turnaround time for standard repairs from 7 days to 3 days, while emergency response times were cut from 48 hours to 24 hours. This not only increased operational efficiency but also significantly improved tenant satisfaction by addressing urgent issues faster.

### Solution to Inconsistent Performance Monitoring:

We introduced a real-time tracking system to monitor contractor performance and track job progress effectively. The system provided key insights into performance metrics, allowing for the identification of inefficiencies, improved resource allocation, and the implementation of preventative maintenance strategies. Monthly performance reports gave Notting Hill Genesis a clear understanding of KPIs, enabling them to make data-driven decisions and improve the long-term maintenance strategy.

### Solution to Rising Maintenance Costs:

To manage rising costs and alleviate budget pressures, we focused on reducing repeat callouts through improved diagnostics and ensuring that materials were readily available for repairs. Our proactive approach helped decrease maintenance costs by 21%, optimise workforce utilisation, and reduce administrative overheads. Moreover, we ensured that the repair backlog was cleared more efficiently, improving overall budget management and financial resource allocation.

**By implementing these strategic solutions, LJR Group Services significantly improved the efficiency, effectiveness, and cost-effectiveness of Notting Hill Genesis' repairs and maintenance operations, while also enhancing tenant satisfaction and reducing long-term operational strain.**