



Introducing Axis

CROYDON
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axis

Introduction About Axis

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What's good for you
is good for us

Big Enough to Deliver: Small Enough to Care

- Family owned and run company
- Delivering housing repairs and maintenance since 1986
- Turnover £90m (Social housing £82m)
- 590 employees (12% apprentices)
- A safe pair of hands
 - Financially secure (AAA rated)
- Values led organisation

Introduction
Our Values

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What's good for you
is good for us

 <p>Honesty, integrity and commitment breeds honesty, integrity and commitment</p>	 <p>Train and develop people – their growth becomes our growth</p>
 <p>Embracing diversity broadens our horizons</p>	 <p>Protect our environment – protect our future</p>
 <p>Commitment to health and safety benefits everyone</p>	 <p>Everybody deserves respect</p>
 <p>Harmony, co-operation and openness helps build strong relationships</p>	 <p>A community we contribute to will welcome and value us</p>



Contract Summary & Differences

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Axis Service
The Contract

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What's good for you
is good for us

- Start Date 1st April 2014
- Potentially 15 years (7+4+4)
- R&M Voids & Gas Servicing
- Different Price Model (PPP and PPV)
- Call Handling Direct from Residents by Axis
- Fully Mobile Working
- Dynamic Scheduling
- Relationship Contracting

Axis Service
Service Improvements

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What's good for you
is good for us

A more convenient, all-in-one service

- Single Point of Contact
- Building, Gas and Electrical under One Service
- Reduction in Administration
- Increase in First Time Fix
- Managed Communal Works

- STAGE 01** | You can report a repair by phone, online and soon using an App
- STAGE 02** | Agree a convenient 2 hr appointment slot
- STAGE 03** | You'll receive a text message reminder before the appointment
- STAGE 04** | Axis arrive to repair the problem
- STAGE 05** | You're left happy with a problem free home

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What's good for you
is good for us

- Performance Profit Related
- Key Performance Indicators
- Performance Management Team
- Continuous Improvement
- Customer Care
- RLO's Interaction and Feedback
- Aftercare Teams for Follow-on Works
- Working with Residents for Continuous Improvement

I know which one I'd rather have working in My Mum's House



Our 'My Mum's House' message is a reminder to all Axis staff, both on site and in offices, that your appearance, attitude and the way you work must meet Axis' standards.

The way you'd act or like someone to act when visiting your mum's house is the way we expect an Axis operative to conduct themselves.

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Dress smartly, show ID, be respectful: Clients expect it, residents expect it and we expect it!

Axis Service
Contract Stationery

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What's good for you
is good for us



Work Wear

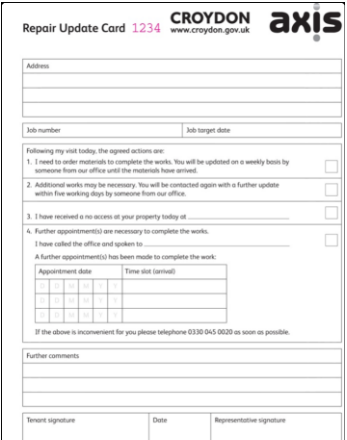


ID Badge

Axis Service
Contract Stationery


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What's good for you
is good for us



Repair Update Card 1234

Repair Update Card



Letterhead

Axis Service
Contract Stationery

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What's good for you
is good for us

5 Brighton Road
Croydon CR2 6EA
Tel: 0330 045 0020

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To the occupier of _____

We called today, _____ at _____ am/pm, on behalf of
Croydon Council to carry out repair no. _____

As we were unable to gain access, please either telephone 0330 045 0020 or complete
the bottom portion of this card, giving 7 working days notice of a suitable appointment
date between Monday and Friday, and return this card to us as soon as possible.
Please note that no stamp is required.

It will be suitable for your operative to call on _____

I would prefer: AM PM

Name _____

Tel. no. _____

Unable to gain access
Colour of door
Distinguishing features

No Access Card

AX7777 01.14



Axis Service
Contract Stationery

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What's good for you
is good for us

Mercedes Vito

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Mercedes Citan

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What's good for you
is good for us

Delivering an Excellent Service for our customers

- Customer Services through our dedicated helpdesk, Contract manager & Customer service manager
- **Listen and Communicate**
- **Complaints & Customer Feedback**
- **Dedicated operatives and staff**

Axis Service
Customer Feedback

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What's good for you
is good for us

Ultimately “It’s Good To Talk”



- Satisfaction Surveys / Testimonials
- Customer complaint feedback
- Direct feedback via Managers and Operatives
- Via Facebook, Twitter, Email, Axis.com, Letter, client portals
- Client & Resident Forums
- Joint Axis & Client meetings
- Client KPI/Performance reports and helpdesk feedback

Axis Service
Service Improvements


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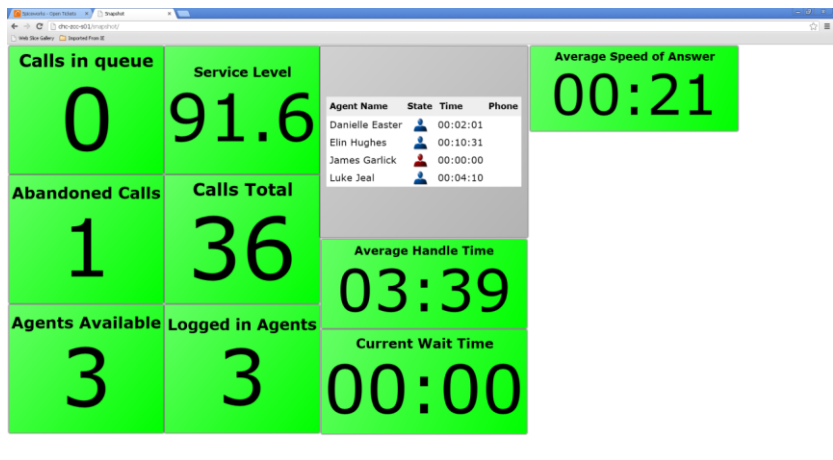
“ At Axis we recognise that our work place is your home and along with yourself needs to be treated with the maximum of respect. It’s actually one of our values and something the code of conduct is designed to enforce”

<p><u>On the Phone:</u></p> <ul style="list-style-type: none"> ✓ Call Centre Staff and RLO's to answer your questions & concerns ✓ Always return your call as soon as we can ✓ Listen carefully to anything you have to say ✓ Ensure all agreed actions are acted upon ✓ Ensure messages are always passed on ✓ Welcome your comments and suggestions ✓ Call (or visit) your home during works ✓ Call to ensure that you are satisfied 	<p><u>Aftercare:</u></p> <ul style="list-style-type: none"> ✓ Visit your property to inspect work ✓ Survey your opinion of the service received and works completed ✓ Use your comments to adapt and improve the way we work ✓ Be available should any defects occur after the works have been completed
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Technology
Zeacom: Grade of Service



What's good for you
is good for us



Calls in queue 0	Service Level 91.6	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Agent Name</th> <th>State</th> <th>Time</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Danielle Easter</td> <td></td> <td>00:02:01</td> <td></td> </tr> <tr> <td>Elin Hughes</td> <td></td> <td>00:10:31</td> <td></td> </tr> <tr> <td>James Garlick</td> <td></td> <td>00:00:00</td> <td></td> </tr> <tr> <td>Luke Jeal</td> <td></td> <td>00:04:10</td> <td></td> </tr> </tbody> </table>	Agent Name	State	Time	Phone	Danielle Easter		00:02:01		Elin Hughes		00:10:31		James Garlick		00:00:00		Luke Jeal		00:04:10		Average Speed of Answer 00:21
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James Garlick		00:00:00																					
Luke Jeal		00:04:10																					
Abandoned Calls 1	Calls Total 36	Average Handle Time 03:39																					
Agents Available 3	Logged in Agents 3	Current Wait Time 00:00																					



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What's good for you
is good for us

- Price Per Property, What Does That Mean?
- Repairs Not Replace
- Majority of Repairs Included
- Reduced Risk for Croydon
- Improve Cash Flow for Axis, 12 Invoices Per Year
- Less Administration
- Empower the Operatives to Obtain First Time Fix
- Maintenance Not Headless Chicken Repairs
- Annual Open Book Review, Overheads and Profit
- Increased Customer Satisfaction

- Price Per Void
- Similar Principles
- All Inclusive Rate to Achieve Lettable Standard
- Does Not Include Vandalism/ Extensive Rubbish Clearance
- Streamlined Service to Reduce Turnaround
- Reduced Administration


- Gas Service
- Fixed Rate for Annual Service
- Repairs Service included in Rate
- Appointments and Letters through ROCC/ Optitime
- Gas Team All Under One Roof
- Improved Information Flow

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What's good for you
is good for us

- Communal Repairs
- Schedule of Rates
- Dedicated Supervisor
- Managed Separately
- Appointments Made for All Jobs in Same Manner
- Increased Estate Inspections
- Estate Champions

We improve more than just homes



Giving volunteering hours to help improve community facilities

Employing apprentices

Contributing to free estate clean-ups

Creating student work placements

 CommunityMark
powered by members of the community



Benefits to Croydon

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Axis Service
Benefits to Croydon

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What's good for you
is good for us

Community focused

- CommunityMark – only contractor and first of 21
- Big Tick (nine awards for community work)
- Focusing on local employment and training schemes



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What's good for you
is good for us

Just a few examples...

- 10 Apprentices/ Trainees Every Year
- Work Experience Opportunities
- Community Engagement with Hard to Reach
- Estate Days/ Fun Days
- Resident Conferences
- Job Fairs
- DIY Training
- Energy/ Sustainability

Thank you

Please ask if you have any questions