

# Responsive Repairs, Maintenance and Minor Improvement Works



**Client:** Family Mosaic  
**Location:** London  
**Value:** £3,000,000 per annum  
**Duration:** 2 years  
**Year:** 2015 - 2016



In early 2015 Family Mosaic approached TCL and asked that we step in to rescue their day to day maintenance contract which at the time was failing to deliver through their existing contractual relationships, and as a consequence had low levels of customer satisfaction.

In the two years that TCL were employed we managed to successfully raise the delivery standards and achieve high satisfaction scores. In recognition of this success, Family further engaged TCL in providing a range of other works outside of the R&M contract

## Scope of Works:

- Day to day responsive maintenance to general needs housing stock
- Aids and adaptations
- Electrical works
- Major works £1k - £50k