

Responsive Repairs, Maintenance and Voids Re-Servicing Programme



Client: Islington Council
Location: Islington, London
Value: £1,200,000 per annum
Duration: 2 years
Year: 2015 – 2016



ISLINGTON

TCL was appointed in 2015 to deliver the Voids & Re-Servicing programme within the Islington borough.

Managed by a dedicated voids team we are currently achieving 100% completions on time.

Supporting the contract are the following key resources:

- TCL Void Manager
- TCL Void Supervisors
- TCL call centre
- Web-enabled devices
- TCL 'CausewayViXEN'/Islington 'Northgate' interface

Scope of Works:

- Day to Day Responsive Maintenance to tenanted and leaseholder properties
- Work to empty dwellings
- Works in occupation following letting
- Rectification of vandalism and malicious damage
- Works to adjoining properties
- Works to external elements of Voids