

Responsive Repairs, Maintenance and Voids Programme



Client: Tower Hamlets Community Housing (THCH)
Location: Tower Hamlets, London
Value: £500,000 per annum
Duration: 10 years
Year: 2016 - 2026



THCH are a RSL borne out of a stock transfer from Tower Hamlets council in 2000. They presently own over 3,000 properties comprising of 2,000 tenanted properties and 1,000 leaseholder homes.

In 2015 they procured a 10 year maintenance contract which sought to control the costs of repairs by standardising the use of the National Schedule of Rates where possible across most of their contracts.

TCL was successful in capturing the responsive repairs contract which was mobilised in July 2016.

The procurement process was administered by consultants Faithful Farrell and Timms.

Scope of Works:

- Day to Day Responsive Repairs & Maintenance to tenanted properties
- Void Property Refurbishment
- Minor Refurbishment Projects