

2017 NHMF Awards Shortlisted: Best contract



National Housing
Maintenance Forum



Anchor Housing Trust adopt an Open Book commercial model

This innovative contract combines a unique operational concept with an Open Book commercial model including a gain share mechanism which motivates Anchor Housing Trust and Keepmoat to deliver an efficient, quality service bespoke to the customer needs. The contract delivers repairs and maintenance to Anchor's 260 retirement properties and specialist care homes via repair days. Each location is visited by a multi-skilled operative every 10 days. This model drives efficiencies through a reduction in emergencies, travel time and administration. The results are transparent via the cost model, and savings are re-invested for the benefit of customers.

Judges' comment

A really good approach that has not been seen in this context before which also delivers a positive environmental impact.



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