

# 2017 NHMF Awards Shortlisted: Best customer impact

nhmf

National Housing  
Maintenance Forum

## Property Plus

### Housing Plus Group: a smarter home improvement project

The MOT Smarter Home Improvement project is an innovative way for the repairs facility to maintain service standards and deliver improved asset management for the Housing Plus Group. During an MOT visit every home in the area will receive a check-up. Work typically includes minor external repairs and painting, cleaning and repairing gutters, re-laying uneven slabs on pathways, minor fence and gate repairs. As a result of this project residents feel greater pride in their homes and neighbourhoods. Every customer sees benefit from planned maintenance investment.

### Judges' comment

A good project with strong supporting evidence on costs and customer satisfaction benefits.



### Need more information?



On your Smart Phone open your QR Barcode Reader App and scan this code to be redirected to the NHMF website for more information.

[nhmf.co.uk/awards](http://nhmf.co.uk/awards)

Setting the standard  
for maintaining assets

# 2017 AWARDS



@NHMFOfficial  
#NHMFAwards