## **DUDLEY METROPOLITAN BOROUGH COUNCIL (DMBC)**

Dodd Group has been working with DMBC since 1998, first acting as backup to their DLO, then a 5 year partnership delivering Decent Homes, and more recently entering into a traditional electrical contract.

We deliver EICR testing, rewires, day-to-day responsive repairs, PAT testing, electrical upgrade works, emergency lighting, and specialist works for water booster pump maintenance, air conditioning and lightning protection system maintenance.

The contract covers 23,000 occupied and void properties, including high rise blocks, low rise, and sheltered schemes.

KPI performance at the end of 2015:

- 100% customer satisfaction
- 99.8% Zero Defects



