

Dodd Group has been working in partnership with GYCH since 2004, having successfully re-tendered in 2011.

In addition to our programme for the annual service, maintenance and replacement of gas and oil fired appliances, we deliver renewable and air source heat pump installations, and approximately 200 reactive boiler upgrades per annum.

As part of this contract, we provide a 24/7 call-out and repairs service for residents across 5,700 properties and communal areas.

KPI performance at the end of 2015:

- 99.9% of in-date Landlord Gas Safety Reports
- 100% Priority 1, 2, 3 and 4 repairs completed on time
- 100% customer satisfaction

