
PROJECT NAME:

Domestic Mechanical Contract

CLIENT:

Great Yarmouth Borough Council /
NORSE

LOCATION:

Great Yarmouth

M&E ORDER VALUE:

£1.8 / annum

CONTRACT LENGTH:

2011-2019

Originally for the provision of planned and reactive out of hours annual servicing, maintenance and replacement of gas, solid fuel and oil fired appliances, Dodd Group also successfully tendered for the additional installation of 1,200 central heating systems and 56 air source heat pumps.

At the beginning of 2012, we offered to undertake additional support duties such as the servicing, maintenance and replacement of smoke detectors and CO2 alarms, and the administration of EPC and legionella assessments, in conjunction with Landlord Gas Safety Checks.

Services are carried out in 5,700 domestic properties, sheltered schemes, communal areas and low rise flats across Great Yarmouth each year.

Access Initiatives

At the start of the contract, we introduced a 10-month servicing programme and liaised with Great Yarmouth to identify hard-to-access properties using historical contract data. These properties were fitted with Service Interval Timers that initiate a 30 day countdown prior to the Landlord Gas Safety Check anniversary date. Throughout the countdown, the timer displays a telephone number and message advising customers to schedule a servicing appointment within the allocated time. Timers ensure boilers with an overdue service are automatically switched off to assure customer safety.

- Air source heat pumps
- Ground source heat pumps
- Solar PV
- Solar thermal
- Commercial Gas
- Community heating systems

Whilst our direct workforce maintained service on-site, TUPE'd engineers were trained and provided with contract-specific and Health and Safety inductions, before commencing work on-site.

Key Information:

- Successfully re-tendered this contract on 3 consecutive occasions, since 2002
- Customer Satisfaction: 100%
- Repairs completed within Priority Codes: 100%
- 100% of the Contract Team live in Great Yarmouth

