

Following a detailed tendering process we can announce that the Reactive Maintenance & Voids Contract 2023 has been awarded to Novus Property Solutions for 3 years with an option to extend up to a further 2 years.

The contract is due to go live on 1st May 2023, we will be using all the same telephone numbers and arrangements, so there will be a seamless changeover for you, our customers.

We have been working together with Novus to ensure that we deliver an excellent repairs service to you, 24/7. Novus have acknowledged that recently their service delivery has been impacted by shortages of particular trades. They are now fully staffed up to service this contract.

With 4 response time categories –

EMERGENCY	response within 2 hours-to make safe and secure
URGENT	response within 3 working days – complete within 3 working days of any defect
ROUTINE	response within 8 working days – complete within 8 working days of any defect
X EXCEPTION	response within 20 working days - complete within 20 working days of any defect

After every repair, you will be asked how satisfied you were with it. We want to hear from you about your experience of the service. We will arrange a call back to all who express dissatisfaction so we can resolve and remedy. Only with your feedback can we ensure that our repairs service is as good as it should be.

At Manor Estates we will be monitoring the contract through monthly Key Performance Indicator reports and will be holding weekly meetings with Novus. Be assured we both want to provide the best repairs service for our customers.

Amanda Hay

Property Services Director

Terry Martini-Yates

Property Services Manager

Repairs desk staffed by

**Craig Neilson, Lennox Scoburgh,
Glyn Bills, Lisa Spencer,
Louise Hastie**

Novus Property Solutions is delighted to confirm its successful re-appointment as Manor Estates' preferred responsive repairs and voids contractor. Having worked with Manor Estates for the past nine years, this new contract will strengthen the existing partnership and provide a better service to customers.

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Novus' Operations Manager, **John McCluskey** commented,

“We have a renewed commitment to Manor Estates and its customers, which will build on our nine years of established knowledge to deliver the new contract of works. As a business, we are focussed on continuous improvement to enhance customer experience, and we thank Manor Estates for placing their trust in us again.”

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NOVUS
Property Solutions