



## Customer Profile

# Housing New Zealand

### Customer

Housing New Zealand

### Term

2014 - 2019

### Value

\$54m p.a.

### Location

North Island, New Zealand

- ▶ East Auckland
- ▶ Wellington / Hutt Valley

## Facilities Management and Maintenance

As the Crown agency responsible for providing rental housing to those in most need, Housing New Zealand's (HNZ) housing portfolio comprises approximately 69,000 properties, valued at approximately \$16 billion.

HNZ was looking for a flexible service provider who could deliver on customer satisfaction, value for money, quality, safety and improve the effectiveness of property maintenance and readily adapt to HNZ's changing priorities and operating environments.

### Contract history

In 2013, HNZ commenced a national procurement program to select appropriate and responsible contractors to contract with HNZ to performance manage the repair and maintenance of those properties.

Programmed was awarded the following two regions totalling near 15,500 properties:

- ▶ East Auckland - 6,290 properties
- ▶ Wellington / Hutt Valley - 9,177 properties

The performance-based contract commenced on 1 July 2014 after a successful transition with forty dedicated resources on the contract.

## Services

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Programmed delivers around 130,000 jobs per year. The scope of services being provided by Programmed includes:

- ▶ Responsive maintenance
- ▶ Planned and routine maintenance
- ▶ Afterhours call outs
- ▶ A 24/7/365 Help Desk
- ▶ Special programs (adhoc capital and improvement works).

## Scope

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The responsive, planned and routine maintenance scope includes:

- |  |                                    |
|--|------------------------------------|
| ▶ Brickwork & blockwork                                | ▶ Cleaning                         |
| ▶ Exterior painting                                    | ▶ Fencing                          |
| ▶ Glazing  | ▶ Plumbing & drainage              |
| ▶ Carpentry and joinery                                | ▶ Communal areas                   |
| ▶ Electrical   | ▶ Floor coverings                  |
| ▶ Landscaping  | ▶ Roofing                          |
| ▶ Vacancy (whole of house) refurbishment (multi trade) | ▶ Pest control                     |
| ▶ Vacant property lawn mowing & yards maintenance      | ▶ Gas                              |
|  | ▶ Heating                          |
|  | ▶ Decoration (interior & exterior) |

## Delivery

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Programmed delivers the services through a mix of in-house and subcontractor resources with subcontractors employed to deliver:

- |              |                       |
|--------------|-----------------------|
| ▶ Carpentry  | ▶ Flooring            |
| ▶ Glazing    | ▶ Plumbing / Drainage |
| ▶ Roofing    | ▶ Yards               |
| ▶ Electrical | ▶ Chimney / Fireplace |
| ▶ Cleaning   |                       |

## Performance

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The contract is performance based with a risk / rewards mechanism in place against Key Performance Indicators of Management, Response Times, Quality, Cost / Invoicing and Health & Safety.

The HNZ Contract uses the Field Mobility software Loc8, which provides the mobility solution to despatch work orders directly to service providers in real time, allowing service providers to accept or decline a work order, whilst also allowing them to add their field service reports upon work order completion.

Loc8 has a GPS tracking feature, allowing effective management of OHS concerns, whilst at the same time offering real time updates of a technician's whereabouts, data validation and automatically updating the workflow as each service provider gets on site.

The significant advantages for the application include time efficiencies and improved data quality.

