

PARTNERING

T Harrison Ltd has seven years' experience in partnering with Housing Associations. In 1997 we were awarded a four year cyclical redecoration contract by Grosvenor Housing Association, for all its properties in the North West of England (approximately 4500).

Following the merger of Grosvenor with Liver Housing Association in 2001 to form Arena Housing Association, we were invited to continue the cyclical redecoration programme for a further two years prior to the re-tendering of the whole Arena Housing stock in 2003.

T Harrison Ltd were successful bidders for another four year cyclical contract and a large percentage of the award of that contract was based on our company's capability, aspirations and ability to address the principals of collaborative working (partnering).

T Harrison Ltd have a similar partnering arrangement with Northern Counties Housing Association which enters its third year in 2005.

The criteria used by our company to demonstrate its expertise and added value to Housing Associations are:-

1/ CAPABILITY

T Harrison Ltd has demonstrated and sustained a high level of quality workmanship and customer service for Housing Associations over 15 years.

We have consistently proven our capability to meet the programme dates detailed in the exacting schedules and to achieve and maintain the high standards required both with regard to Quality, Health & Safety and Environmental matters.

2/ ABILITY

T Harrison Ltd considers that it is capable of matching the resources and expertise required for the changing needs of Social Housing Landlords.

The synergies generated by our established team facilitates efficient and effective working.

3/ ASPIRATIONS

It is our aspiration to continue our successful partnerships and to improve on existing high standards and to evolve our business in line with the requirements of the Housing Association.

4/ EXPERTISE

T Harrison Limited's management team and its dedicated craft workforce has significant experience and expertise gained over many years of working closely with Housing Associations.

We have proven our ability to understand what is required by Housing Associations and to deliver it consistently and reliably.

We also have the desire and ability to set the standards for change in our industry.

5/ ADDED VALUE

We believe that added value is generated by the loyalty, long service record and the low turnover of our established workforce.

Long established working relationships result in common culture and shared values.

Our contractor partnership with Dulux Paints underpins the high standards of our Company.

We have developed I.T. monitoring and control systems and provide whole life maintenance of the properties.

6/ CUSTOMER RELATIONSHIP MANAGEMENT (CUSTOMER CARE)

We organise all pre-start arrangements and provide all relevant information for the residents up to and including the after-care arrangements e.g. checking the proper operation of windows/doors etc. after painting.

We constantly consult with residents to ascertain what they want from our service and determine what improvements can be made.

Finally, we monitor customer satisfaction and help devise new systems to provide relevant information for the Housing Association.

7/ THE ROLE OF THE SUPERVISOR

Our Supervisor's role in addition to Customer Care is to co-ordinate the work, control quality, and ensure the health and safety of the workforce, the tenants and the general public.

On all these matters he regularly liaises directly with the Housing Association's tenants and representatives.

8/ COLLABORATIVE WORKING PRINCIPALS

The selection criteria used to establish collaborative working principals with our Clients are:

- Strategic Importance
- Commitment
- Leadership and Managerial ability
- Competence
- Attitude
- Willingness to change
- Cost control management
- Financial stability
- TRUST

9/ INVESTORS IN PEOPLE

The most important element of our business is our human capital and to this end T Harrison Ltd is currently committed under the small firms initiative to invest effectively in all its employees (Investors in People). We are committed to realising and rewarding the potential of all our employees and to improving performances by using K.P.I's.