

Planned gas boiler replacement programme across a portfolio of 600 homes in Bristol & South Glos.

Client situation

Solon South West Housing Association is a Bristol-based charitable Housing Association. The organisation constantly strives for the highest standards in housing and community development and works closely with residents to continually improve its services.

Scope of works

Gregor Heating is in partnership with Solon as their preferred supplier for all planned boiler replacements and upgrades. This can be as many as 50 boilers a year.

At the start of each financial year, the working parties set out an agreed budget and planned programme of boiler replacement activity.

Ruth Berry, Planning & Compliance Manager at Solon oversees the contract with Gregor Heating.

“Our housing stock has a lot of boilers that are 10 - 15 years old and so having a planned proactive replacement programmes is important. We also need to keep a healthy contingency aside to help replace emergency or urgent unexpected boiler replacements when required. Between us and Gregor we need to assess what is sensible to put in the programme whilst carefully managing the budget and making priority decisions – it’s very much a team effort.”

Once the programme is in place, the two teams have monthly meetings to discuss progress and any issues. At these meetings, any issues are brought up, cost control is measured, and any specific location or accessibility problems are discussed.

The day to day is left to the Gregor Heating team, who are responsible for liaising with the residents to gain access to do the work and send the certification to Solon once complete.

“One of the biggest challenges we face is that our existing property portfolio is mainly



converted older housing with some restrictions such as high level flues, accessing land locked gardens and other logistics that can be an issue. However, the Gregor team handle this well and we rarely have issues.” says Ruth.

When the Gregor Heating team is planning their schedule of works, they take into account whatever logistics is needed to access the property. If scaffolding is needed, they will strategically plan for any properties within the same block of flats to be replaced at the same time. This tactical planning helps save time and money in the long run.



TESTIMONIAL

Having an effective heating and hot water system in our homes is essential and providing great customer service is a high priority. Solon is very pleased to be working with Gregor to provide safe, comfortable homes and great service to our customers.

Richard James,
development director,
Solon South West Housing
Association





Winter tends to be when emergency response works crop up suddenly. The Gregor team has the flexibility to be able to turn around a number of installations quickly and aim to have a new boiler fitted as soon as possible, ideally within 24 hours to ensure that no residents are left without heating or hot water.

On the subject of working with Gregor, Ruth says;

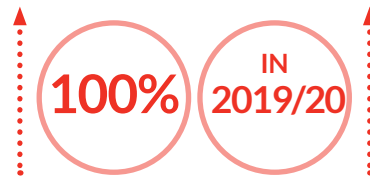
"Having one contactor per work area gives everyone more accountability and ownership. There is a definite benefit in Gregor also providing the gas boiler servicing contract as that gives us visibility over any repairs or replacements needed and means they can turn around emergency work quickly.

"We are currently on year 8 of a 5yr+5yr contract with Gregor and are very happy with their service. We enjoy open, honest and clear

communication. If they are struggling with an issue they bring it up right away and always work hard to find a solution that works. This enables us to work well with them and we all feel it's a team working towards a common goal that helps the overall success of the programme and keeps our residents happy."

KPIS

The boiler replacement programme is measured on completion certification which was a very satisfactory



TESTIMONIAL



Our company ethos is "We're not happy, until you're happy" and this means we are always prepared to go the extra mile and ensure no resident is without heating or hot water for long.

Steve Gregor, managing director, Gregor Heating

