

A 3 star contract covering parts, labour and servicing of gas boilers across a portfolio of 800 homes in Bristol & South Glos.



### Client situation

Solon South West Housing Association is a Bristol-based charitable Housing Association. The Solon housing portfolio provides housing for the diverse range of communities who reside largely in the city centre. The organisation constantly strives for the highest standards in housing and community development and works closely with residents to continually improve their services.

### Scope of works

As a social landlord Solon has a legal responsibility to ensure its residents are kept safe and warm. Gregor Heating is in partnership with Solon to deliver all their gas service maintenance and response needs to their housing stock.

Gregor Heating’s large team of dedicated Gas Safe trained and DBS checked service engineers are grouped by zone and geographical location. This means Gregor can ensure that a planned programme of boiler servicing is carried out effectively, providing availability for emergency work to be carried out as necessary.

Dale Stassen is Customer Service and Compliance Officer at Solon Housing Association and oversees the day to day gas servicing response programme. She says:

*“We have over 800 boilers that are required to be serviced annually this means 150 services in a month sometimes. I work closely (daily) with the Gregor team to plan and book in appointments and make sure the day to day runs smoothly as well as deal with the occasional urgent repairs.*

*Since I’ve been working with the team we’ve built a very clear line of communication and this is key to helping the process work well. Pre-Covid lockdown, we were really proud of our 100% access rates (meaning engineers gained access to the property on the first visit).”*



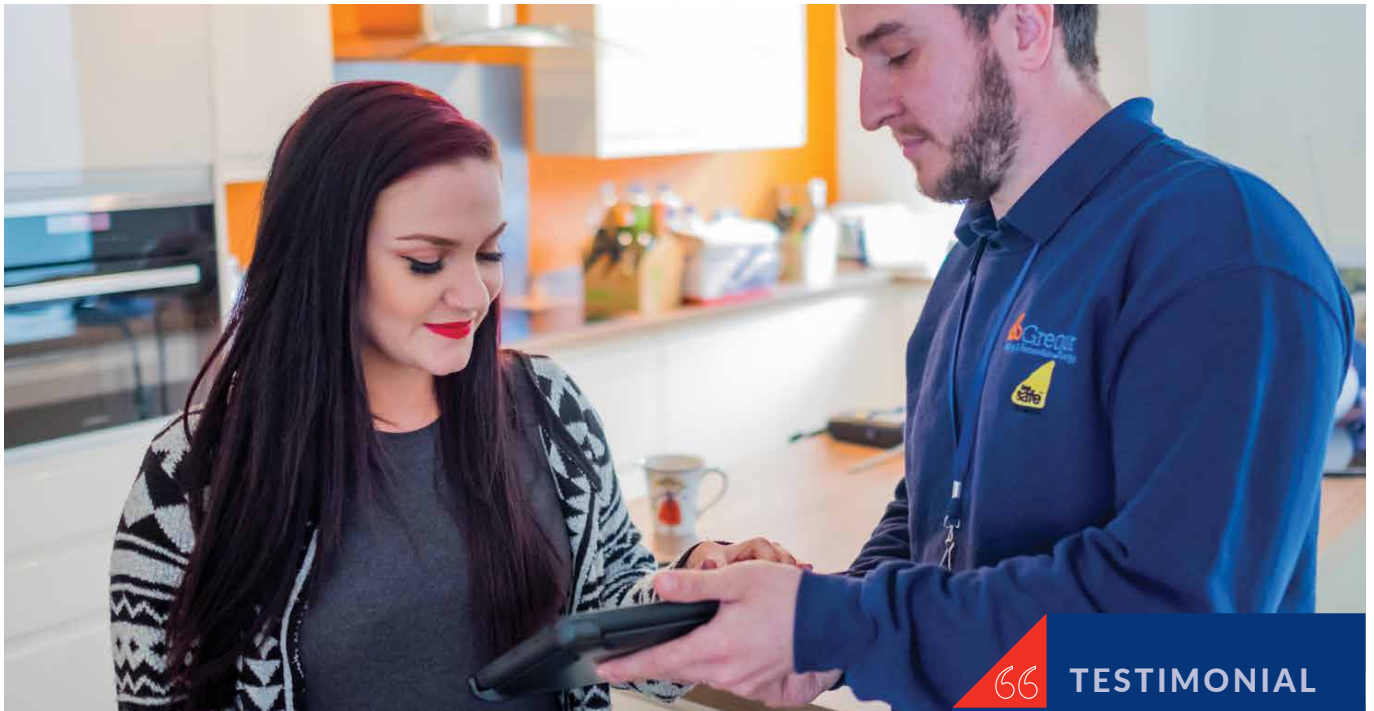
The Gregor Heating team set a reminder for the residents to receive a notification 24 hours before their scheduled appointment and the engineer will call enroute to the house.

### 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





## TESTIMONIAL



*We have a long and established relationship with Solon, which has been built around honest and transparent communication whilst working towards a common objective. I'm extremely proud of the team who's passion about the quality of work and service they provide on a daily basis, is recognised by Solon.*

**Steve Gregor, managing director, Gregor Heating**



Rob Newton-Allen, Gas Service Manager, from Gregor comments:

*"To provide confidence and clarity to all our customers and engineers we have a doorstep standard all engineers use on arrival. This includes arriving in a branded van, wearing the Gregor uniform, and making an immediate introduction providing ID. We will then confirm with the resident why we are there, what we will be doing, and where we will be going within the property. Since lockdown all engineers also now ask if anyone in the household is ill or has been in contact with anyone who might have Covid-19.*

*The doorstep standard ensures the customer has a complete understanding of what job is taking place. It also provides our engineers with confidence they are entering a safe environment."*

When an engineer goes to carry out the service, if it is deemed the boiler requires immediate replacement or repairs are needed above the agreed threshold, the Gregor engineer contacts Solon directly from onsite to approve the additional works or replacement, making sure the problem is solved as quickly as possible.

*"Gregor Heating explains the problem clearly and thoroughly. The engineer even left two heaters, as the current boiler is likely to pack up. I was very pleased with his solution, that will keep us going until the new parts arrive."*  
Solon South West Housing Association Resident

Monthly meetings take place between Solon and Gregor to discuss existing housing stock, KPI's, and added value options. Gregor recommend boiler upgrades/ power flushing to improve efficiency and operation of the boiler if they have been out several times to the same property for repair.

Dale adds *"Day to day contact is so important and as well as monthly review meetings. We also always look to get resident feedback"*

Gregor Heating also attends regular meetings with Solon residents, participating in regular resident days to monitor their performance and feedback and go through concerns with both residents and Solon staff.

One of the biggest pieces of positive feedback Gregor receives is about how the engineers treat all homes as if they were their own. The Gregor Guarantee is "We're not happy until you're happy" and this means Gregor work hard to prioritise those most in need and resolve issues as quickly as possible to ensure families are not without heating or hot water for longer than necessary.

Dale says: *"I would recommend Gregor - they are both communicative and proactive. They understand the business and care about the job as much as I do, which is really important."*

