

# Working in partnership to deliver excellent service and maintenance

## The challenge

Kingsdale Group is an independent property management company established in 1994, which specialises in the management of sheltered and traditional retirement developments.

How can the Group ensure it is achieving best value without compromising the quality of service it receives for the maintenance of potentially life-saving equipment?

## What we did

In 2012, Tunstall won the contract to provide the service and maintenance of the community alarm equipment on 34 Kingsdale Group schemes, or Courts in Kingsdale's terminology. Most of these Courts also have contracts in place for fire systems, emergency lighting and CCTV which have also been placed with Tunstall, ensuring cost-effective, integrated services from a single provider.

The contract was based on a schedule of rates, providing transparent pricing and ensuring Kingsdale has visibility and is able to control costs effectively throughout the duration of the contract.

Following the contract being awarded, a commencement meeting was held to discuss details of the implementation, including agreeing clear communication channels, establishing processes, and defining responsibilities. A performance management strategy was also put in place, using Key Performance Indicators and our Net Promoter Score system, which records customer satisfaction levels immediately after each site visit.

Throughout the life of the contract regular meetings have been held at Kingsdale Head Office and at Courts throughout the UK. Every six weeks, the Tunstall Regional Service Manager, Area Service Manager and Programme Delivery Manager meet with the local Court Manager and Managers from other nearby Courts to discuss the ongoing management and delivery of the contract. These meetings enable information and ideas to be shared and ensure the continued improvement and development of Tunstall products and services in response to customer feedback. Tunstall representatives also support the development of a closer working relationship by attending Kingsdale events and conferences if required.

“ We have been working with Tunstall for a relatively short time but already we have built fantastic working relationship. We get a great response from the engineers who always do their utmost to fix any problems as quickly as possible, even if it means working out of hours. You really feel as though the engineers have the best interests of our owners at heart.

Sue Richards, Court Manager, Kingsdale Group



## Highlights

- Owners benefit from reassurance of expert assistance
- Tunstall achieved 98.9% of contract requirements
- 100% proactive maintenance visits completed on time by Tunstall
- Integrated service provision – community alarms, fire, emergency lighting and CCTV all under one cost effective contract
- Standardised approach from a single provider across all Courts
- Dedicated engineers providing consistent support

## Results

Prior to the awarding of the service contract to Tunstall, maintenance had been provided by various suppliers and in some cases local handymen. Introducing an organisation-wide service agreement from a specialist supplier has resulted in a standardised, quality approach to maintenance of Court equipment.

Tunstall's dedicated engineer policy means the same engineers respond to calls from schemes whenever possible, so becoming familiar with the equipment and building relationships with staff.

As part of the contract, Key Performance Indicators have been put in place to ensure service performance. Tunstall has achieved 98.9% contract met, and 100% of all proactive maintenance visits have been completed on time.

## Case study

Queen Anne Court is an enhanced sheltered housing scheme built in 2008, with fifty apartments and bungalows. Situated in the village of Quedgeley on the edge of the Cotswolds, the scheme has communal facilities, social activities and 24 hour staff support. The Court is home to approximately 65 older people with varying care and support needs. The scheme is equipped with a Tunstall community alarm system, and fire and emergency lighting systems which were installed by a third party prior to the service contract being awarded to Tunstall.

One morning shortly before Christmas 2013, the manager of Queen Anne Court contacted Tunstall to report that the community alarm system was generating numerous false calls, and faults had occurred with the fire alarm panel and emergency lighting.

A Tunstall engineer arrived within the hour and upon investigation identified that the reason for the system failures stemmed from a wiring fault at the time of installation which had effectively melted internal components. The extent of the damage to the system as a result of this incorrect installation meant it would take some time to rectify, and would ultimately require a full system replacement. Further engineers were despatched to site, and worked into the evening to stabilise as much of the system as possible, ensuring the owners were protected by providing Lifelines and battery powered detectors.

Engineers returned to site the next morning to complete the temporary repairs and reprogramming to the fire alarm and community alarm systems, ensuring staff and owners had full protection throughout the Christmas period. The system has now been completely replaced with new controls, detectors and sounders throughout.



“When an incident occurred with our system, Tunstall had only taken over the maintenance at Queen Anne Court a couple of weeks previously. For them to be able to identify and rectify such a major fault so quickly, especially as it was not a Tunstall system, was fantastic. They proved to us right from the start that they deliver a quality service and are experts at what they do.”

Sue Richards, Court Manager, Kingsdale Group

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