



Delivering a service to be proud of



Welcome

“Erimus Building Services is proud to be delivering excellent services to our customers within the social housing and local authority sectors. Over the years we have built up a proven track record for providing an extensive range of quality services within the Tees Valley area.

“We are committed to developing partnerships with others who share our visions and values to enable us to continue improving our wider community.”

Mark Robson – Head of Property Maintenance



Introduction

Erimus Building Services is the in-house construction and maintenance team of Erimus Housing. Erimus Housing is the largest social landlord based in Middlesbrough and it operates within the Tees Valley as part of Fabrick Housing Group. We employ over 200 people covering joinery, plumbing, plastering, bricklaying, electrical and gas fitting trades as well as other technical members of staff. EBS provides a wide range of services to Erimus Housing as well as other social landlords and local authorities in the Tees Valley area.

We have built up a great reputation for offering quality services from traditional repairs and maintenance, void repairs and adaptation/improvement works to help people stay within their homes, to decent home/investment works. We have an annual turnover of £18m.

EBS successfully delivers these services through our well established and experienced team of professional and motivated staff. We work in close partnership with our clients and customers to ensure excellence at all times and delivering services we can all be proud of.



Services

EBS provides a comprehensive and flexible service, tailored to meet individual customer needs. We can offer these services to an excellent standard, efficiently and effectively whilst being cost effective and offering value for money with high levels of customer satisfaction. Recent figures show that 99% of our customers were satisfied with the service we provided. A recent Audit Commission report recognised our gas servicing programme as an area of strength.

We have a team of skilled operatives who have all received Criminal Records Bureau checks, backed up by a professional support team.

EBS is part of the very successful Erimus Housing partnership for delivering decent homes. So far we have delivered over 30% of a £105m decent homes programme, modernising over 2,500 homes. This has been successfully achieved by having a strong customer focused approach; this includes support before, during and after the works through our team of customer liaison officers.

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Quality

We have an excellent reputation for the quality of our work and satisfaction from our clients and customers. We believe that working in partnership ensures we can continue to deliver excellent services whilst ensuring customer satisfaction is at the heart of everything we do. Through working in partnership with clients and other contractors we have been part of a successful partnership which won the Constructing Excellence (North East) Integration & Collaborative Working Award.

We listen to our customers to fully understand their needs and aspirations, as well as the needs of their own customers. We work together with them to meet all challenges in providing a first class service.

On average we complete 98% of our emergency repairs within target and we help over 600 people remain in their homes each year through home adaptations, completing 97% of them on time, giving us top quartile performance.

Our aim is to keep our promises and to deliver results that exceed expectations.

Technology

We use the latest handheld technology to deliver our services including:

- **Repairs diagnostic software to speed up repair reporting and to help complete repairs first time**
- **Mobile technology to transmit repairs to our operatives in real time for immediate response**
- **Sending confirmation SMS messages to customers, informing them we are on our way and when we will arrive**

We have installed automatic vehicle locators in all our vehicles, meaning that we can track our vehicles throughout the day. This enables us to identify operatives with the right skills set who are nearest when reacting to any emergencies. It also allows us to provide customers with information on when we will arrive. An additional benefit of our locating system is it allows us to monitor our impact on the environment and set targets for reducing our carbon footprint and lower our green score. We also have an electric Smart car within our fleet, further enhancing our approach to improving our local environment.

Community Benefits

EBS is committed to working towards improving communities where we work. Examples of community benefit work include sponsorship of resident garden party events, the Football Premier League's 'Creating Chances', workplace experience for young people and offering apprenticeships.

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Partnering working

We have been working in a partnering capacity for a number of years and feel this has been beneficial to both our clients and ourselves. Our aim is to be fully supportive to our client's aims and objectives and we have delivered projects on time to budget with extremely high customer satisfaction ratings.

We are very collaborative and have built up constructive relationships with client representatives; we have a willingness to achieve the highest of standards and aim to be a partner of choice.

We are always looking for new opportunities and new customers to work with. We would welcome the opportunity to work with you in the future, working together to form a strong partnership so that we can deliver quality services to you and your customers.

Please call

Mark Robson – Head of Property Maintenance,
Erimus Building Services on

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email mark.robson@erimushousing.co.uk

Or contact

Chris Smith – Managing Director, Erimus Housing on

01642 773614

email chris.smith@erimushousing.co.uk



We offer a comprehensive and flexible service with a strong customer focused approach.



How to find us



Erimus Building Services,
Cargo Fleet Lane,
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Telephone: 01642 707910

www.irimushousing.co.uk/eb

email: ebadmin@irimushousing.co.uk

General Enquiries: Freephone 08000 461 600

Directions:

From the A66 take the exit onto the A171, signposted Whitby. Go straight over at the mini roundabout. Erimus Building Services is on your right hand side, before you reach the traffic lights. The car park is situated in front of the building, please park in the visitor parking spaces.





Part of Erimus Housing