

Baxi Group Working In Partnership With Nottingham City Homes

Introductions

- Paul Ruston Project Manager
- Richard Calladine Business Development Manager



The Programme

- **£243m Investment 2008-2013**
- **17,000, KITCHENS**
- **12,700 BATHROOMS**
- **15,300 WINDOWS Properties**
- **19,700 HEATING WORKS**

The Priorities

- To be Secure
- To be Warm
- To be Modern

Supplier Framework Agreement Process Boilers

- **Pre Qualification Questionnaire Document**
- **Shortlisted / Interviews**
- **E -Auction
(keepmoatbravosolution.com)**
- **Due – Diligence Process**
- **Awarded**

Baxi Duo Tec Combi HE



Baxi Megaflo System HE

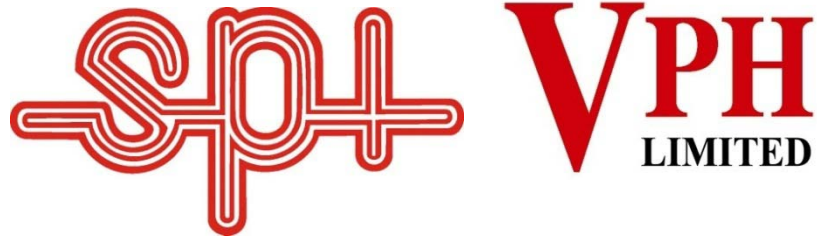


Baxi Solo HE



Warranty

- How Baxi Group Monitor Warranty
- Key Performance indicators
- Pre – Registration
- Working with Nottingham City Homes Partners (Contractors)



- Fernox & Sentinel

heatteam

the heat experts



heatteam

the heat experts



Pre - Registration

| Template for pre registration of addresses for partnership | | | | | | | Nottingham City Homes Five Year Warranty | |
|--|-----------|------------------|--------------------|----------------|-------------------|-----------|--|-------------|
| | | | | | | | office use | |
| House No | Post Code | Householder name | Householder tel no | Boiler / model | Installation date | Installer | ContractPointA RN | ServiceA RN |
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Baxi Added Value

- First Aid Kits F.O.C. to Nottingham City Homes & Partners (Priority response)
- Partners have direct access to Snr Engineer
- Tenant Choice exhibitions
- Low Nox Emission Boilers
- Carryout Tennant Choice satisfaction surveys
- Local Community activity (Sports club sponsorships)
- Tenant Boiler training (Summer / Winter operation to maximise energy efficiency)
- Tenant User Guides for simple operation also available in Picture format for non English Speakers

The Efficiencies

- Contributed to a £7.0m efficiency saving
- Provided a robust working relationship
- Stable supply chain framework
- Created boiler manufacturer competition
- Provided benefits for the customers

The wider benefits

- Baxi are now part of the new procurement consortium framework
- Efficiency East Midlands
- Focused on benchmarking collaborative procurement
- Driving down costs and introducing efficiencies

The Launch

19th July

Castle Donington

EEM Efficiency
East Midlands

