iDiS
Secure Peace of Mind

Housing Futures Door Entry Maintenance

Understanding the importance of 24 hour security for vulnerable people in the county's Warden Controlled, Sheltered Housing and Tenanted Accommodation - **Dacorum Borough Council** required a partner to take responsibility for the installations, responsive and preventative maintenance including emergency out of hours callouts, for various access control and door entry systems over 35 multiple sites.

The challenge

iDiS were successfully awarded the increase in sites as the incumbent contractor stopped providing the Council with the service unexpectedly and abruptly. iDiS stepped in at short notice to provide the council with this urgent repairs service. Whilst providing this service, it became apparent that some of the repairs on the system had not addressed the root cause of the problem resulting in continual breakdowns. iDiS worked closely with the lead officer of the contract to agree and implement a suitable solution.

The solution

iDiS initially provided installations, emergency call outs and preventative maintenance on all 35 sites. This was increased to over 475 Dacorum Borough Council's housing repairs for the Sheltered Housing / Warden Controlled Schemes and Housing Stock for the tenanted accommodation communal blocks throughout the Borough and the internal access control system for the Dacorum Borough Council's Council Offices at the Civic Centre in Hemel Hempstead.

How we added value

A long-term partner of the Dacorum Borough Council, iDiS has developed strong working relationships and communication channels, which are critical in ensuring customer satisfaction and managing client relationships.

iDiS made continuous improvements to the system components, gradually ironing out all inherent faults whilst at the same time reducing the number of avoidable breakdowns and engineer visits. The ultimate result has been a significant reduction in costs for the Council.

> " iDiS designed and installed complex systems that are user friendly; also they have a first time fix record that exceeds expectations and contract KPI's

Securing your Business
Protecting your Home
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