

## AWARD SUBMISSION

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SNIPPET OF LETTING & ESTATE AGENCY BEST PROPERTY MANAGEMENT [501 - 1000 PROPERTIES] WINNING AWARD SUBMISSION



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## CONTRACTORS' LEAGUE TABLE

RANK	CONTRACTOR	AVERAGE DAYS	NO. OF OPEN JOBS	HIGH PRIORITY OPEN JOBS	JOBS CLOSED	AVERAGE QUOTE LENGTH	NO. OF OPEN QUOTES
	<b>TOTAL</b>		147	21	183		12
	average	8.4	4.1	0.6	4.8	2.8	0.3
1	Dhanji Varsarni (job sheet to send) (con-502)	0.0	0	0	1	0.00	0
2	lee farmer embrace sofa's (con-471)	0.0	0	0	1		
4	Nick Kanbi (Kanbidone) (con-548)	0.0	2	0	2	0.00	0
5	Justin Sainsbury (con-613)	1.0	0	0	1		
6	James Phelps Starlight Electrical (NWPT) (con-238)	2.0	0	0	1	0.00	0
7	LYN FIRE RITE (CRDF) (con-17)	3.0	1	0	0		
8	Derek Paul (con-589)	4.0	1	1	0	0.00	0
9	Gwres Gwyn (CRDF) (con-75)	5.0	10	2	7		
10	Ray Ringrose ray'll fix it (NWPT) DO NOT USE (con-314)	5.0	1	0	0	0.00	0
11	Furniture Spot (CRDF) (con-108)	5.3	1	0	2		
14	Crwys Electrics Sales (CRDF) (con-2)	5.5	0	0	2	0.0	0
15	CP Services CP Services - CHRIS BURRIDGE CONTRACTOR (con-512)	5.6	1	0	4		
16	Drain Doctor Plumbing (CRDF) (con-176)	6.3	1	0	3	0.0	0
17	John Roberts(CHRIS BURRIDGE) (con-607)	6.3	5	0	6		
18	Ben Ryan Broadway Maintenance (con-611)	6.3	2	0	8	0.0	0
19	Steve Alderman S.A Building Services (con-470)	7.3	3	2	5	19.0	1
20	Ray Ringrose Ray'll Fix It (CRDF) (con-92)	8.1	3	0	7	0.0	0
21	City Pest Control Cleaning (con-612)	8.2	6	2	7		
22	Darroll Hawdon Tabata Solutions (con-568)	8.3	1	0	4	0.0	0
23	Mike MCD Services (con-559)	8.3	2	1	1		
24	James Phelps starlight electrical (CRDF) (con-64)	8.3	57	5	40	25.5	2
25	MWR Decorating Mark Richards (con-464)	8.5	6	1	14	4.0	1
26	Fixed Maintenance (con-563)	8.8	1	0	4	16.0	1
27	Landlord Doing Work (con-562)	9.3	5	0	13		
28	Simon Gas Safety Company (CRDF) (con-5)	9.8	10	1	21	24.0	1
29	Jayne Watson (con-94)	10.0	4	0	0		
30	Ramesh Varsani (Gas Certificates) (TREF) DO NOT USE (con-408)	10.0	0	0	1	0.0	0
31	Crwys Electrics Repairs (CRDF) (con-86)	11.0	12	2	11		
32	Martin Cook M.C Builders (con-551)	11.3	4	2	13	13.5	6
33	Gareth Winchester Maintenance (con-615)	11.3	1	0	2		
35	Orlando Rua (PCM) (con-97)	11.8	3	0	2	0.0	0
36	Chris Thomas Gas Tech (con-445)	12.0	1	1	0		
38	Spotless Imperial Cleaners (con-462)	13.5	2	0	0	0.0	0
39	Lee (Cardiff Plumbing Management) Underhill (ROHIT PATEL'S CONTRACTOR)	14.0	1	1	0		
40	Tony Lee Tudor Construction (con-614)	14.0	1	0	0	0.0	0
41	Tim Williams (CRDF) (con-7)	14.6	4	1	1		
42	Colin Blake Chris Burrridge Contractor (con-495)	14.7	6	1	0	0.0	0
43	ACE Environmental Pest Control and Cleaning (con-444)	20.0	1	0	0		
44	Albany Appliances (con-71)	20.0	1	0	2	6.0	1

**Highlighted Numbers:**

Number of Open Jobs - if the number is higher than the average  
 High Priority Open Jobs - if number is larger than 1  
 Average Quote Length - if quote takes longer than 3 days  
 Number of Quotes - if more than 1 quote

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*“When we first compiled the league table, the results blew us away”*

We created a weekly contractor league table to measure and rank the average days a contractor takes to complete jobs. When we first did this, it blew us away, as we saw our favourite contractors (often the big character) had lots of jobs and high *average days to completion*. Our quieter contractors tended to have a low number of jobs and completed them quicker.

Our average at the beginning was 16 days to complete a job, and within 4 weeks we improved to 8 days by viewing and managing contractors as staff members. We changed the role of one property manager to a team leader, whose role is organising the contractors and not someone who processes maintenance requests and works orders.

Now, our property managers have more time because we are not chasing for updates, we now use this time to carry out landlord catch-up calls every day. The league table is also our starting point with new contractors as it sets expectations and therefore places them on a level playing field with current contractors.

*“We record contractors’ holidays and sickness, then review the average day’s performance”*