

## Falcon Housing Association C.I.C appoints new facilities management partner

3 years ago



[Velway](#) is a national property and facilities management provider with a specialism for care environments and supported housing.

The company's reputation within these sectors has been further reinforced with its latest contract appointment, which will see the company deliver full planned maintenance, compliance and reactive maintenance to Falcon Housing Association C.I.C.

Falcon Housing Association C.I.C is a national, not-for profit registered provider of specialist supported housing for vulnerable adults throughout England and Wales. It is FHA's mission to provide the people they support with a home for life – a home where they can live as independently as possible in a safe and supportive environment.

Velway's role has been to work in partnership with the FHA team to centralise planned maintenance and compliance, compiling the regimes to effectively manage the national portfolio whilst also aligning maintenance to reduce disruption to the properties with a clear understanding that these are people's homes.

Velway has used its extensive knowledge of working in the care and supported housing sectors to implement proven processes and systems, ensuring centralised lines of communication exist between all stakeholders.

Working across an initial portfolio of over 200 properties, the partnership has seen immediate successes in the management of planned maintenance and compliance, with a strategy in place for continuous improvement over the 12-month term. The service undertaken by Velway also includes the management

of documents on FHA's specialist SASSHA system which provides access to documentation throughout their structure.

Velway will also manage all reactive works, which involves liaising with care providers, tenants and the FHA team to establish the root cause, the responsibility of repair and the management of authorised works until completion within the agreed KPI's.

Robin Harris, Velway Managing Director said: "We have previously provided ad-hoc work to Falcon Housing Association C.I.C and when the opportunity to work with them further came along it was pleasure to be invited to present our proposals. Working with such a dynamic and pragmatic team, led by Sharon Bannister Scollen, is helping Velway further develop our understanding of the specialist supported housing sector. They have also fully embraced Velway's ethos of working in true partnerships with our clients, and together we are building on FHA's continued success of providing safe, compliant and specialist supportive housing across their portfolio."

Commenting on Velway's appointment, Sharon Bannister Scollen (Falcon Housing Association C.I.C. CEO), said: "FHA formed a working partnership with Velway which has enabled mobilisation of a single national maintenance contractor to provide a full repair and compliance service across the whole FHA portfolio. The new single service model has delivered an improved one tier service with clear standards and management expectations."

"It is extremely important to FHA that our tenants feel safe and comfortable in their homes. As a registered social landlord, providing specialist supported housing to vulnerable adults, we are focused on maintaining our properties to the highest possible standards. Working in partnership with Velway, together we provide an effective and responsive repairs service to all our tenants and are committed to performing routine maintenance on all our properties. Together we strive to ensure that all maintenance work is carried out as promptly, effectively and sensitively as possible."

"We are confident that through the partnership working relationship between FHA and Velway, the service will continue to improve, raise customer satisfaction, demonstrate VFM and improve our customer measures."

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