



Using appointed contractors alongside an open marketplace.



CDS: Using appointed contractors alongside an open marketplace.

CDS is a co-operative society established in 1975 with the goal to provide, support and promote co-op and community-led housing. It provides 700 affordable rented homes and 300 leasehold properties. Its services also support 45 co-ops and 2,000 homes in the South-East.

Community-driven services.

The organisation works to a nationally adopted definition of community-led housing so that more people can be involved in helping to meet their own housing needs and aspirations.

CDS sought a mixed economic delivery model to:

- 1 Create a robust safety net for peaks and troughs in demand.
- 2 As a way to establish greater efficiencies in emergencies, out of hours.
- 3 Offer clients and customers a choice between maintaining existing, tried relationships and a faster, more agile service.

Following a successful pilot with Plentific, the mixed delivery model of CDS' appointed contractors and Plentific's open marketplace was extended to more properties in its portfolio.

Today, CDS uses the marketplace for bigger jobs that its appointed contractors might not be able to handle.

Impact of using a mixed economy delivery model in CDS' housing community (1st July - 31st December 2020):



100% emergency jobs completed within target (target was 100%)



£60 reduction in average direct cost of repairs (previously £268)



96% of customers satisfied with their last repair (target set at 80%)

Greater visibility.

Christina Friedenthal, Operations Director explains that CDS was previously accustomed to a small pool of contractors outside its community and central tenets. She was never sure if she was being overcharged for this repairs service and had no visibility into any of the repairs. Now she can track local quotes, quote variations and completion reports with a click.

No more over-reliance.

CDS was previously over-reliant on a single tried and tested contractor to ensure repairs were up to the mark. This resulted in outstanding routine repairs and lowered customer satisfaction. Using Plentific's marketplace allows the organisation to select only the highest-rated professionals without spreading their own appointed contractors thin. Using Plentific's dashboard, housing officers and residents can both leave feedback at the end of a repair to help maintain a reliable, quality service, no matter the delivery method.