



# The pandemic has changed the perception of Estates management

Throughout the pandemic, the importance of green spaces and outside spaces increased drastically as they became the only place in which we could enjoy a semblance of normality and exercise. For those in flats where there is little green space, they were a lifeline in terms of mental health and fresh air. Well maintained shared spaces are a huge part of quality of life and as a result estates management as a category can vary hugely, from grass cutting to window cleaning, waste disposal and car park maintenance to tree works.



## When we are asked to assist an organisation with its estates management provision, we use our expertise to identify exactly what type and level of involvement is needed.

The support we offer includes:

- Cost and performance review of the existing contract
- Stakeholder consultation to establish what is or is not working with current arrangements
- Developing technical and contract documents to ensure robust requirements are built in to deliver good quality high value services
- Fully facilitating the procurement process to appoint new contractors.

In terms of the stakeholder consultation, this could take the form of either a comprehensive questionnaire or something more informal depending on need, but the data and insight obtained allow us to make suggestions around retaining or improving the service going forward. If we have been asked to create the technical specification then we will build these aspirational requirements into new contracts going forward, and bidders will be asked to demonstrate how these requirements would be met. Wider values are built into the requirement; as an example, we emphasise the use of well trained and highly motivated staff using appropriate and effective tools and equipment to deliver a high-quality service.

We work with organisations across the country who benefit from our range of expertise and breadth of experience. The ability to scale our service up or down in terms of the level of support we provide means we work with a huge range of organisations, from local authorities and large London boroughs to some of the smaller district councils and housing associations.

For CCHA for example, with whom we have a long-standing relationship, we recently delivered a fully comprehensive scoping and procurement exercise for estate management that involved communal cleaning, waste removal and window cleaning. Thrive Homes requested us simply to

manage stakeholder consultation to allow them to gain an understanding of how their provision was perceived. Some clients are interested in scoping and detailing technical requirements and documentation to create a performance management cost model, and some in full end to end project support from the scoping stages to full mobilisation and ongoing contract management.

As well as CCHA and Thrive our other recent partners have included Watford Community Housing and Onward Housing Association, we have provided a grounds maintenance contract for Livin and built on that success with a tree works contract. Why not join them?

To find out more contact us at  
[Estates@echelonconsultancy.co.uk](mailto:Estates@echelonconsultancy.co.uk)

*"echelon fully guided us through the process and made sure the procurement was robust. Their experience in delivering and procuring these types of contract really helped ensure Livin achieved positive outcomes in terms of the new arrangements for its customers."*

**Helen Johnson, Livin Futures Manager**

Echelon Consultancy Ltd, Echelon House, 219a Hatfield Road, St Albans, Herts AL1 4TB

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