



# Putting residents at the heart with Hyde

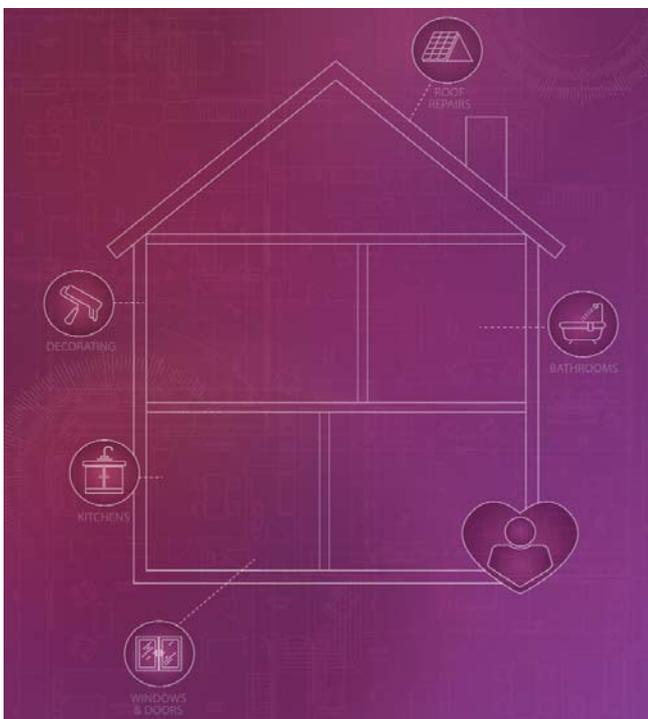
echelon has worked with the Hyde Group since January 2020. The Hyde Group (Hyde) is a prominent housing association in the UK with stock across multiple local authorities from London and the South East to the Midlands and the South Coast.

Hyde is largely serviced by its internal procurement function but when the organisation was faced with the need for five new capital works contracts it approached echelon to assist in the scoping, procurement and mobilisation under a five-lot structure. These included kitchen and bathroom replacements, window and door replacements, upgrades to communal areas, roofing works and cyclical decorations. All were based on five-year contracts with options to extend to up to ten, procured under a two-stage Restricted procedure.





There was a real focus on collaboration between echelon, Hyde Group staff and residents throughout the process, with echelon acting as an extension of Hyde's own team, developing requirements that are genuinely tailored to the organisation and its customers.



The procurement was extremely successful and echelon was delighted to be re-engaged by Hyde to support mobilisation, as this had not initially been part of our original scope of works. The new contracts officially went live in spring 2021.

Working with the Hyde Group was particularly fulfilling because it places such emphasis on the resident experience, to the extent that all work must meet the Hyde Quality Standard, developed in-house in collaboration with residents. The Standard covers a range of different criteria, all designed to go above and beyond Hyde's statutory obligations. Hyde is very focused on the end user experience so echelon's work not only involved performance standards, deadlines, quality and cost but what the delivery of works would 'feel' like for residents.

echelon's Social Value Builder was used to ensure that positive social value impact will be delivered through these contracts with the offer being flexed over the contract term. The Social Value analysis was completed on a lot-by-lot basis so that the requirements for each were proportionate to the nature and value of each contract.

Echelon has a strong working relationship with the Hyde Group and is in discussion about involvement in future projects.

To find out how we could help you secure resilient new contract arrangements contact us at [procurement@echelonconsultancy.co.uk](mailto:procurement@echelonconsultancy.co.uk)

*"Working with echelon was a really positive experience for Hyde's and its residents. They listened to what we needed and we benefitted from the knowledge and experience they bring from other projects. Always responsive, echelon could be relied upon to assist whenever we needed any ad hoc or specific help or advice."*

**Darren French, Head of Stock Investment,  
The Hyde Group**

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