

Case Study

A specialist service for Weaver Vale Housing Trust.

Weaver Vale Housing Trust is the largest social landlord in Cheshire providing just over 6,000 homes in the Vale Royal area.

In addition, it provides ten Careline flat-let schemes for the over-55s, as well as shops and garages. Formed in 2002, it is a registered charity run by a board made up of five elected customer representatives, five council members and five independent members. Weaver Vale's Head Office is based in Northwich with further customer offices around the borough.



Previous arrangements for vehicle management.

Weaver Vale's expanding vehicle fleet was due for renewal. Due to time and money constraints, they had decided to source a new contract hire and maintenance contract through Procurement for Housing, which offers a tendered framework agreement on behalf of housing associations.

Although Weaver Vale had already been approached by a supplier through the Procurement for Housing framework, Lex Autolease was confident that their dedicated Public Sector division could provide a specialist service at a competitive cost, and stepped in to show

weaver vale the benefits they could achieve by considering other options.

"Our first priority was to help Weaver Vale explore the options that were open to them."

Gary Hamilton, Public Sector Business Development Manager at Lex Autolease.

The expertise of Lex Autolease's Public Sector team enabled them to establish common ground in the form of an alternative tendered framework agreement, making it possible for them to provide quotations for Weaver Vale.

Type of company:

Registered Social Landlord.

Service offering:

Contract Hire with full Maintenance.

Size of fleet:

Circa 80.

Key benefits:

- Superior service through personalised approach.
- Vehicles 100% fit for purpose.
- Rapid response to information requests.
- Competitive costs.
- Reduced administration.

“Nothing was too much trouble. We didn’t have to chase for quotes as we had with other suppliers, and we couldn’t believe how easy it was!”

Dawn Nancollas, Senior Finance Officer,
Weaver Vale Housing Trust.

Dawn Nancollas, Senior Finance Officer at Weaver Vale, praises the approach of Lex Autolease: “Nothing was too much trouble. We didn’t have to chase for quotes as we had with other suppliers, and we couldn’t believe how easy it was!”

Gary Hamilton adds: “Although we didn’t meet with Weaver Vale until the eleventh hour, their initial feedback was that Lex Autolease was competitive on cost and obviously very enthusiastic about working together.”

A Personal Service.

Winning Weaver Vale’s business depended heavily on the ability of Lex Autolease to provide a versatile commercial fleet, developing an understanding of the 24 different vehicle specifications it required. Site visits to vehicle suppliers arranged by Lex Autolease proved invaluable at this stage, enabling Weaver Vale’s key decision makers to become fully involved in the process.

“Visiting the suppliers saved a lot of time and effort for us,” says Dawn Nancollas. “Having a good look at the vehicles beforehand helped us iron out a few problems with loading and racking that we wouldn’t have considered before, and ensured that we got what we wanted on delivery.”

Dawn Nancollas, Senior Finance Officer,
Weaver Vale Housing Trust.

Gary Hamilton of Lex Autolease explains: “We wanted to provide a personal service and make sure we took our customer’s needs into consideration at every stage. This process ensured that all vehicles would be bespoke and fit for purpose.”

This personal service highlighted Lex Autolease as a trustworthy and reliable supplier, who, according to Dawn Nancollas at Weaver Vale Housing Trust, was “more proactive than any other supplier.”

Outcomes:

In total, Lex Autolease received an order for around 80 vehicles, including 24 different specifications. Thorough information gathering and evaluation of these bespoke requirements enabled Lex Autolease to develop a tailored solution to meet the needs of Weaver Vale Housing Trust.

As a result of selecting Lex Autolease, Weaver Vale has benefited from significant economies of scale, efficient systems and award-winning customer service, which are all particularly evident in the feedback obtained from Weaver Vale’s Senior Finance Officer, responsible for the organisation’s fleet procurement.

From the beginning of the quotation process, Weaver Vale was able to experience Lex Autolease’s commitment to customer service, allowing a productive and successful relationship to develop and thrive.

To find out more,
contact our dedicated
Fleet Consultancy team

Visit:

www.lexautolease.co.uk

Call:

0844 824 0705

Email:

publicsectorsales@lexautolease.co.uk