



# **Key Facts about WDH and Procurement**

**[www.wdh.co.uk](http://www.wdh.co.uk)**

**delivering promises, improving lives**

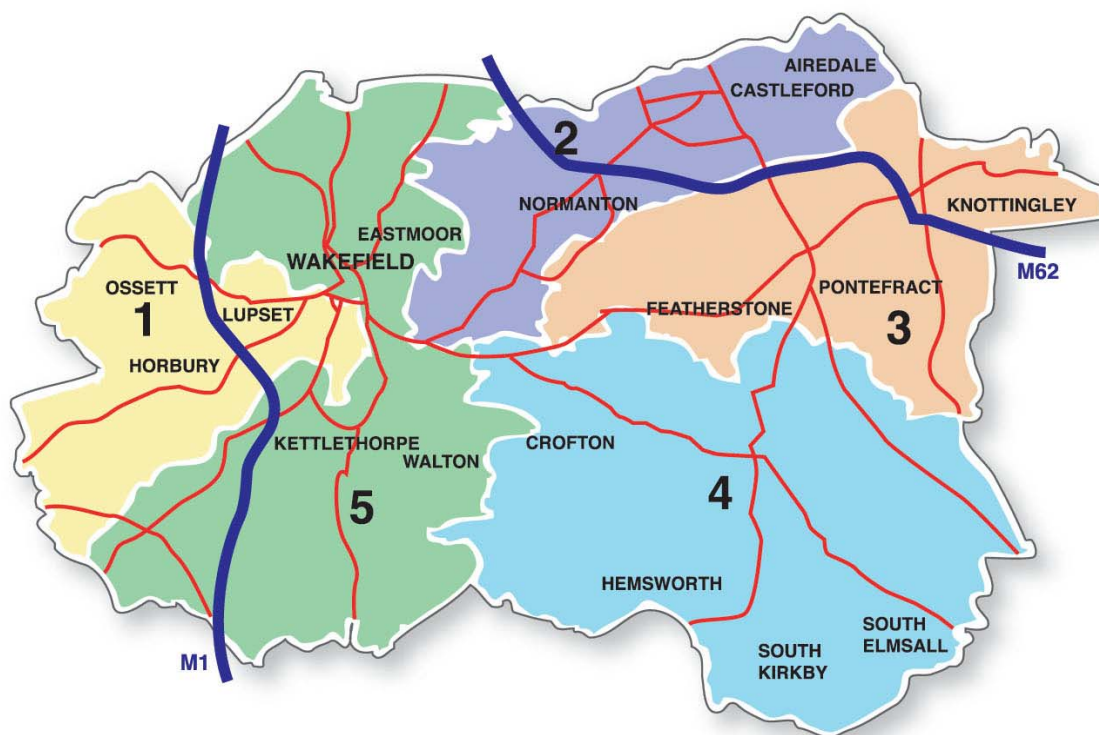
## Who is Wakefield and District Housing (WDH)?

Over 100,000 people live in WDH's 31,000 homes throughout the Wakefield district.

There are five management areas reflecting the unique history of the market towns of:

- Castleford;
- Featherstone;
- Hemsworth;
- Normanton;
- Pontefract;
- Ossett; and
- the surrounding communities of Horbury and Crofton.

### Management Areas



		Properties Managed
<b>Area 1</b>	Lupset, Ossett and Horbury	<b>6,526</b>
<b>Area 2</b>	Castleford, Airedale and Normanton	<b>6,247</b>
<b>Area 3</b>	Pontefract, Knottingley and Featherstone	<b>6,936</b>
<b>Area 4</b>	Hemsworth, South Elmsall and Crofton	<b>5,269</b>
<b>Area 5</b>	Wakefield City and Rural	<b>6,001</b>

\* As at March 2010

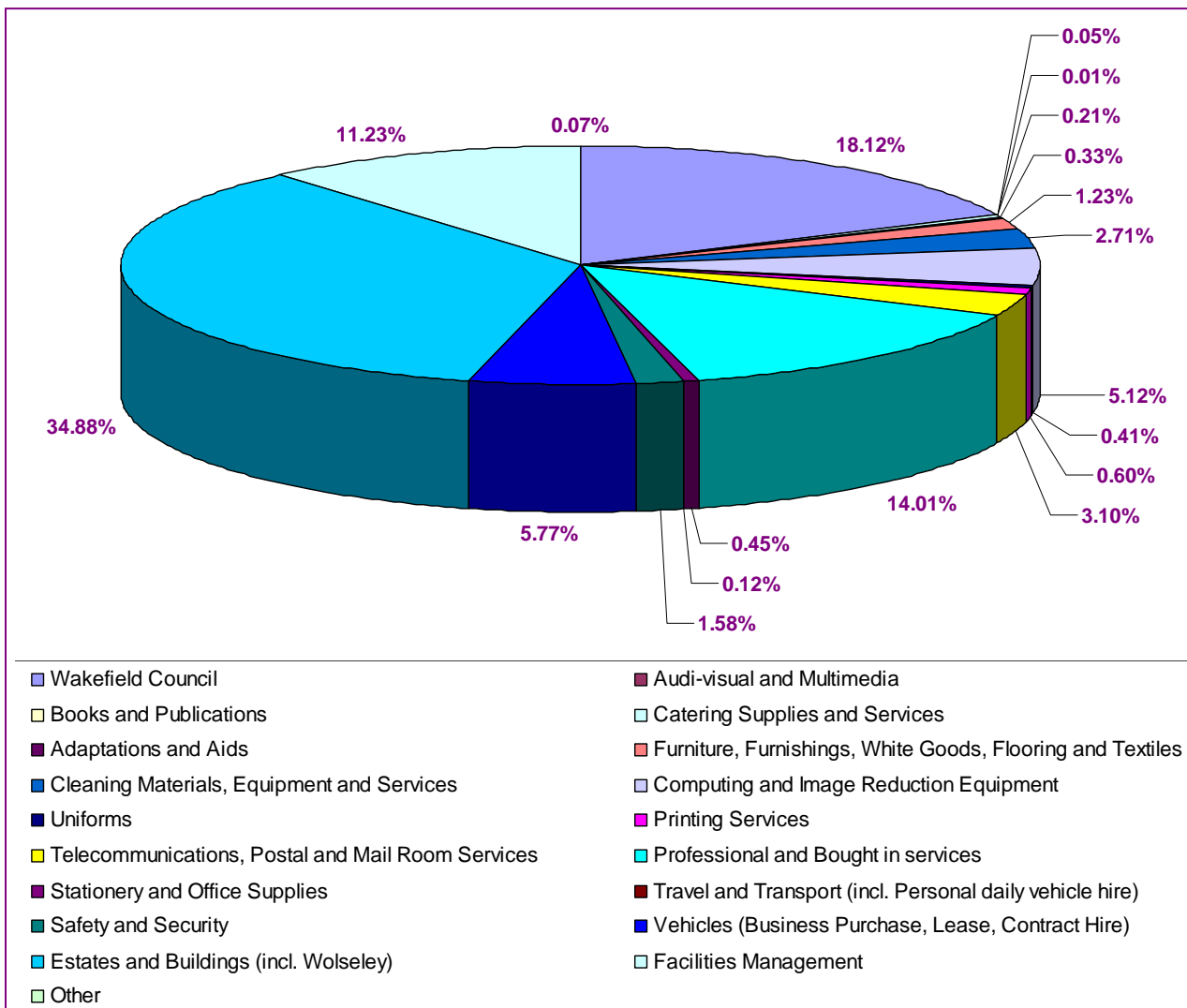
## Key Facts

- WDH is one of the country's largest registered social landlords.
- WDH is a registered charity number 1107623 and a not for profit company.
- WDH own and manage 31,000 homes for families, elderly people, single and vulnerable people.
- WDH's homes are a mix of houses, bungalows, maisonettes and flats, some of which are high-rise blocks; all to be improved to the Wakefield Standard.
- WDH manages 53 independent living schemes for elderly and vulnerable people.
- WDH spend over £132 million a year on goods and services.
- WDH is spending, up until 2012, £720 million improving our properties.
- WDH has a presence in, and representation from, local communities through our modern and interactive service access points and five local management committees.
- WDH employs over 1,450 people, including a multi-tasked and highly skilled maintenance workforce and are among the top ten employers in the area.
- WDH's OneCALL service operates 24 hours a day, seven days a week delivering front-line services.
- WDH's OneCALL service takes over 18,500 incoming calls a month relating to repairs, antisocial behaviour, rents and general enquires.
- In any 24 hour period, WDH have over 300 vehicles on the road being used by our employees who are repairing, maintaining and improving our properties.
- WDH's unique partnership with West Yorkshire Police, through its Tenancy Support Team, is reducing antisocial behaviour and the fear of crime on housing estates.
- WDH is an Investor in People; a Customer Service Excellence and Construction Client Charter accredited organisation and aims to be an employer of choice.
- WDH provides a range of specialist services to meet the needs of vulnerable people.

# Key Facts about Procurement within WDH

Where we spend our budget

**WDH Spend: £48.4 million (excluding Strategic Partners)**



## Contacting Purchasing

We can be contacted by:

Email: [procurement@wdh.co.uk](mailto:procurement@wdh.co.uk)  
 Phone: 01977 788679  
 Address: Corporate Procurement Team  
 Wakefield and District Housing  
 Merefield House  
 Whistler Drive  
 Castleford  
 WF10 5HX



## **Vision**

to create confident communities

## **Mission**

to inspire, transform and promote excellence

## **Values**

to be creative, inclusive and work with integrity

**delivering promises, improving lives**