

Librería
Bonilla y Asociados
desde 1950



Título: Purchasing Of Maintenance Service Delivery In The Dutch Social Housing Sector, T

Autor: Van Mossel Johan Hendrik

Precio: \$1378.00

Editorial:

Año: 2008

Tema:

Edición: 1ª

Sinopsis

ISBN: 9781586038779

Dutch housing associations have a market share of about one third of the entire Dutch housing stock. They spent around 2.8 billion Euros a year on the maintenance of dwellings, of which external suppliers account for approximately 90 percent. These suppliers can as such be seen as an extension of the housing associations in fulfilling their public tasks and private objectives. At the moment maintenance service delivery appears to be the tenant of a suboptimal quality leading to a lower than potential tenant satisfaction. With this an essential part of the objectives of housing associations is not fulfilled optimally. This research reveals the essential determinants of maintenance service quality in order to promote tenant satisfaction. Commodity strategies for the purchasing of maintenance services are developed which make its optimization possible from the perspective of tenant satisfaction.