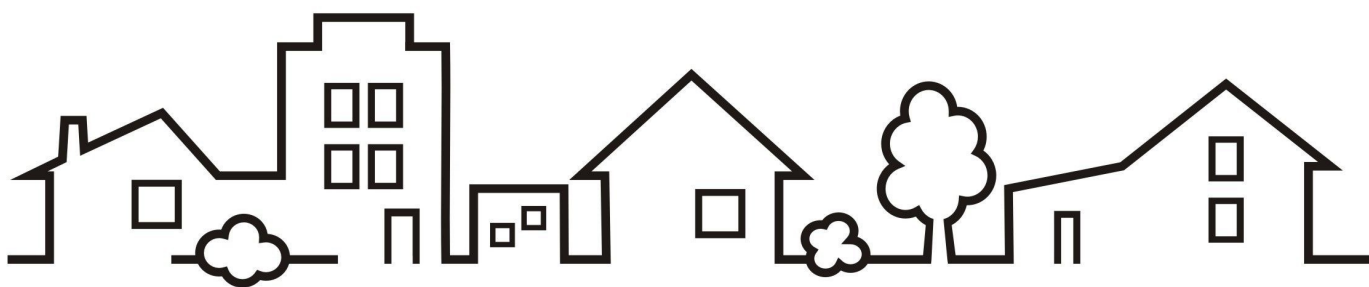


MB Housing Management Limited Management Service



MB Housing Management Ltd
We have you covered!

Co-operative Support
Reactive Maintenance
Planned Maintenance
Housing Management
Health & Safety
Finance
Governance



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1. Executive Summary

MB Housing Management Limited was established in August 2020 as a property management agency for Housing Co-operatives in London and Kent, however, our services are also compatible with Tenant Management Organisations and Private Landlords.

Prior to establishing MB Housing, Melanie was a co-founder of mbm co-operative services limited which was set up in 2014 to deliver bespoke management services to housing co-operatives.

Melanie has over 25 years of experience in delivering property management services within the social housing sector at operational and strategic levels. For the past ten years she has worked within the co-operative housing sector.

When she set up MB Housing, she brought with her the vision that she had created under her previous organisation which was *“whatever works for the client, works for us”*. The services she provided worked for the clients she managed, because they all transferred with her.

MB Housing delivers a management service that is tailored to suit the individual needs of the client. We know that no two co-operatives are the same which is why we have created a management agreement that focusses on what our clients need, rather than tying them into full management packages.

Partnering with MB Housing gives the client the opportunity to choose from our core services.

We can provide:

- ◇ Repairs and Maintenance (including Health & Safety)
- ◇ Housing Management
- ◇ Arrears Management & Rent Collection Service
- ◇ Co-operative Support
- ◇ Lettings
- ◇ Meeting Attendance
- ◇ Co-operative Finance
- ◇ Governance Support

2. Is it time to get some help?

Housing is a hot topic right now, and in the last few years we have seen the landscape of social housing change dramatically for large landlords such as Housing Associations and Local Authorities in addition to small landlords, such as Housing Co-operatives and Tenant Management Organisations.

Legislative and regulatory changes have already seen many landlords review the way they deliver their services, and this is starting to filter down to smaller landlords, who often do not have the necessary resources to meet the requirements.

We know the difficulties tenant-led housing organisations face when delivering their landlord functions. Management committees and boards give their time voluntarily to ensure that they provide a good level of service to their tenants, but it can become overwhelming.

In the ever-evolving world of housing and changes to legislation such as the Social Housing (Regulation) Act 2023 and Awaab's Law, we know that you are likely to face increased pressures to deliver what is required.

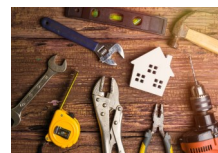
The 'new powers' that have been given to the Regulator of Social Housing and the Housing Ombudsman as a result are going to add to an already pressured environment, leaving many tenant-led organisations asking themselves the question "how will we meet the requirements of the revised Standards and Awaab's Law?"

Tenant-led organisations will still be required to provide all the services they do now, but with the changes, they will be faced with even more conflicting priorities.

We have already experienced the increased administrative tasks because of the Consumer Standards are going to undoubtedly be time consuming.

Many will face challenges with sourcing suitably qualified, maintenance contractors who will not only provide them with an excellent standard of work, but who are also cost effective, and at the same time have the experience to help landlords discharge their health and safety obligations too.

3. We have the solution to your problem



If you need a full management service to deliver all of your core functions as a landlord, no problem, we can provide one.

If you want to retain your management functions in-house, but outsource your finance, no problem! We can process your invoices and payments. We work with accountants who can produce your budgets, management accounts, rent & service charges, in addition to your annual accounts.

If you want to outsource your maintenance to ensure that your organisation is complicit with your health and safety obligations, no problem, we can do this.

We work with a wide range of highly skilled contractors who can help you to achieve your targets and vision as a landlord. Our contractors have worked within the housing co-operative sector for many years, so they know the challenges you are faced with.

Our contractors are tried and tested, and MB Housing carries out all the necessary checks so that you don't have to. We aim to provide a service that is inclusive, so we actively encourage female contractors to join our approved list.

We ensure that all the contractors that we work with have the necessary experience; qualifications; and insurance to undertake the work. We have worked with them for a long time so we know that they are up to any challenge that you may be faced with.

We ask all the contractors that we work with to sign a code of conduct which means that they give an undertaking to carry out work to a high standard; and to treat tenants, and their homes, with respect.

If you are thinking about outsourcing your maintenance, we can help you with:

- ◇ Reactive Maintenance
- ◇ Planned and Preventative Maintenance (boiler installations, kitchen & bathroom renewals)
- ◇ Cyclical Maintenance
- ◇ Health & Safety (damp & mould, fire safety, gas servicing, asbestos, legionella, electrical tests)

Are you worried about damp and mould? Or how you will comply with Awaab's Law and the impact it is going to have on your organisation? Don't be, we currently work with surveyors who can provide you with a report that will detail what actions you will need to take to resolve issues that have been brought to your attention.

We are currently recruiting an in-house damp and mould specialist to ensure that our clients will be able to meet their legislative and regulatory requirements going forward.

4. What are our qualifications?

Simply put, Melanie has over 25 years' experience working in the social housing sector. She has worked for local authorities and housing associations at a senior level where she was responsible for delivering a full housing management service.

She started her career as a bookkeeper in New Covent Garden flower market where she worked for 12 years so she also has a working knowledge of finance.

For the last 10 years, she has worked solely within the housing co-operative sector delivering a wide range of services that include: housing management; rent arrears; maintenance; health & safety; co-operative finance; co-operative support; governance; policy guidance; and training.

Melanie and the team she works with have up to date working practices in delivering all of the services they provide in line with current legislation and regulatory requirements. She is currently undertaking the Chartered Institute of Housing Level 4 qualification which means that if you take on a full management service, you will meet the requirements of the proposed Competence and Conduct Standard.

Partnering with MB Housing Management to deliver your services means that you will have a dedicated co-operative support officer who has a wealth of knowledge to support you and answer any questions that you may have.

We offer a 24-hour emergency advice service to the officers of the co-operatives that we provide a full management service to, because we know that many of our clients work during our working hours.

We have a team of certified, highly skilled contractors available to respond to any maintenance issue that you may have, and all our contractors have significant experience of working within the housing co-operative sector.

5. Our fee structure

MB Housing has a standard fee structure which is calculated on the number of properties that you have.

We do not amend our fees to reflect high levels of arrears; anti-social behaviour; repairs; or higher levels of support that a committee needs.

6. Our Service Agreement

Our service agreements are initially set for a period of six months so that the client has the chance to test the level of service we are providing against what we said we would provide as part of the initial agreement.

If at the end of the six months, the client is not happy with the level of service we are providing, they will only be required to give us one month's notice to terminate the contract. If the client is happy with the service, the contract will continue on a monthly rolling basis.

7. Get in touch with us

If you would like to discuss how MB Housing can help your organisation, why not get in touch.



Call us on 020 3924 2810 (Monday to Friday 9am to 5pm)



Email: enquiries@mbhousing.uk



Online: www.mbhousing.uk

