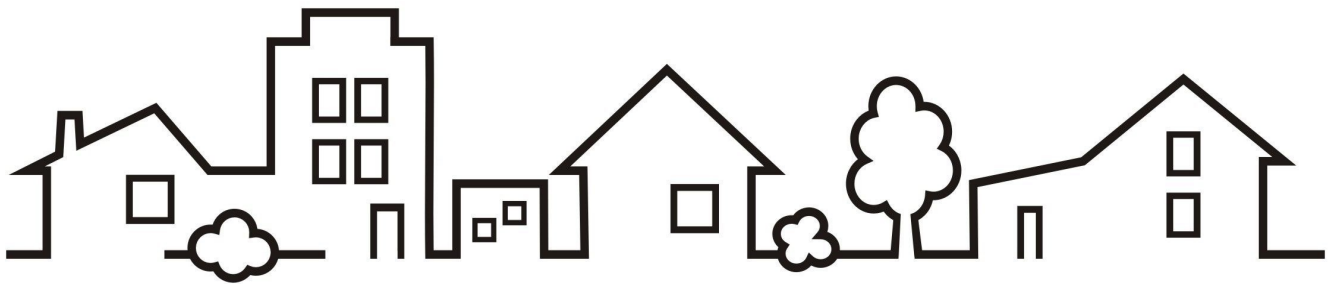


MB Housing Management Repairs and Maintenance Service




MB Housing Management Ltd
We have you covered!





TABLE OF CONTENTS

1. Executive Summary
 2. Is it time to get some help?
 3. Why choose MB Housing
 4. Can we use our own contractors?
 5. Can you provide out of hours repairs?
 6. How will our tenants report their repairs?
 7. Reporting
 8. Our fee structure
 9. Get in touch
- 

1. Executive Summary

Now, more than ever, tenant-led housing providers are considering outsourcing their repairs and maintenance to ensure that they provide a good quality repairs service to their tenants, in addition to ensuring their organisation is complicit with its health and safety obligations.

If this sounds like you, we know the pressures you are facing and we can help you with this.

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

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

2. Is it time to get some help?

In the last few years we have seen the landscape of social housing change dramatically for large and small landlords.

Legislative and regulatory changes have already seen many landlords start to review how they deliver their services.

In the ever-evolving world of housing, and with changes to legislation such as the Social Housing (Regulation) Act, 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 are likely to add to an already pressured environment, which will leave some tenant-led organisations asking themselves the question "how are we going to meet the requirements of the revised Consumer Standards and Awaab's Law?"

There will also be challenges with sourcing suitably qualified, maintenance contractors who will not only provide you with an excellent standard of work, but who are also cost effective, at the same time as helping you to discharge your health and safety obligations.

3. Why choose MB Housing?

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 of the necessary checks so that you don't have to. We aim to provide a service that is inclusive so we encourage female contractors to join our approved list.

We ensure that all of 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 of 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 worried about damp and mould, or how you will comply with Awaab's Law and the impact it is going to have on your Co-operative, 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 and comply with regulatory requirements.

We are currently in the process of 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, without having to rely on external damp surveyors.

4. Can we use our own contractors?

Yes, if you already have contractors that you work with, we can continue to work with them to deliver your repairs service.

5. Can you provide out of hours repairs?

Yes, we have the facility to provide you with an out of hours, emergency repairs service so that you are not disturbed in the evenings or at weekends.

6. How will our tenants report their repairs?

Your tenants can report their repairs over the phone, via email, or online.

7. Reporting

We will provide you with a monthly maintenance report that will show you the number of works orders we have raised; the type of repair; if they met the target for completion; the cost of the repair; and how satisfied your tenants were with the work carried out.

8. Our fee structure

We have a standard fee structure for reactive maintenance and our out of hours repairs service which is based on the number of properties that the you have.

If you want us to deliver your planned; cyclical; or health and safety maintenance; we will charge you a percentage fee which is based on the total cost of the work.

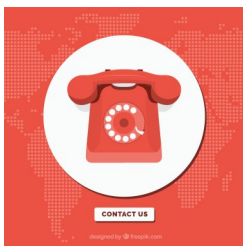
Our charges:

- ◇ Reactive Maintenance—£255 plus VAT per property.
- ◇ Out of hours emergency repairs (with reactive maintenance)—£45 plus VAT per property.
- ◇ Out of hours emergency repairs (without reactive maintenance) - £95 plus VAT per property.
- ◇ Planned; cyclical; and health and safety—8% of the cost of the work plus VAT.

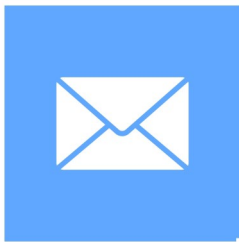
9. Get in touch

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

You can contact us by telephone or email with any questions that you may have and we will respond to them within 48 hours.



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