



Supporting co-operative housing providers with expert repairs and maintenance services

Outsourcing your repairs service



MB Housing

Supporting housing co-ops
in London and Kent



What we do and how we can help

Co-operative housing providers are under more pressure than ever to deliver safe, high-quality repairs services while meeting legal obligations.

That's where **MB Housing** comes in. We take the hassle out of repairs and maintenance – and make sure you stay compliant along the way.

We specialise in:

- ✓ reactive maintenance
- ✓ planned and preventative maintenance (roofs, windows, boiler installs, kitchen and bathroom renewals)
- ✓ cyclical maintenance
- ✓ individual repairs project management
- ✓ health and safety compliance (damp and mould, fire safety, gas servicing, asbestos, legionella, electrical tests)



Why choose MB Housing?

We've got years of experience working with housing co-operatives just like yours.

- access to **highly-skilled, vetted contractors**
- we handle **all the paperwork, checks and compliance**
- support from **surveyors** for damp and mould reporting
- we only work with people **we trust**
- commitment to **inclusive contracting** (for example we actively encourage female contractors)

Our contractors sign a **strict code of conduct** and treat tenant-members and homes with the respect they deserve.



What about regulation?

The social housing sector is evolving rapidly. With legislative changes such as the Social Housing (Regulation) Act and Awaab's Law, co-operative housing providers face increasing scrutiny.

Questions we know you're asking:

- how can we meet the new regulatory standards?
- what does *Awaab's Law* mean for us?
- where do we find reliable contractors we can trust?

That's where **MB Housing** comes in. We'll help you meet your obligations – cost-effectively and with confidence.

Can we use our own contractors?

Absolutely. We're happy to integrate your current contractors into the service model.

Do you provide out-of-hours repairs?

Yes. We offer a full **emergency repairs service** during evenings and weekends – so you don't have to.

How do tenant-members report repairs?



By phone



Via email



24/7 online



What about reporting?

You'll receive a **monthly maintenance report**, detailing:

- number of work orders raised
 - type of repair
 - completion targets met
 - repair costs
 - tenant satisfaction scores [quarterly]
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Our fee structure

Reactive maintenance and out-of-hours

We charge a simple, fixed fee based on the number of homes you manage.

Planned, cyclical or health and safety maintenance

We charge a percentage fee based on the total cost of works.

Project management

We charge an hourly rate for this service.

What our clients say:

“MB Housing has recently helped us navigate the changes to fire safety legislation and involved us in each decision along the way, so we felt reassured by this process rather than overwhelmed by it. We have benefited hugely from Mel's knowledge and project management skills in many aspects of our Co-operative's regular cycle of responsibilities and she always brings a friendly smile with her when we start a new venture together. Thoroughly recommended.”

Ed Breen

Treasurer of Pearman Street Housing Co-operative Limited

Get in touch

Want to explore how MB Housing can support your co-operative, we're happy to talk it through.

Call: **020 3924 2810** (Monday to Friday, 9am–5pm)

Email: enquiries@mbhousing.uk

Visit: www.mbhousing.uk

We'll respond to all queries within **48 hours**.

Let us take the pressure off — so you can focus on what matters: **your co-operative and your tenant-members.**