



Project: Buckland Housing Stock  
Client: Portsmouth City Council

“We are confident this new arrangement will enable us to build long term relationships that can provide residents with an excellent repairs service which they feel comfortable with.”

Meredydd Hughes, Repairs and Maintenance Manager, Portsmouth City Council.

Improved services, value for money and resident satisfaction are the focus of a joint collaboration between Mountjoy and Portsmouth City Council.

## The challenge

Portsmouth City Council required planned and reactive maintenance services for its housing stock in the Buckland area of the city. As well as improved service delivery, the Council sought value for money and a consistently high level of resident satisfaction.

## The Mountjoy solution

Mountjoy entered into an innovative, three-year joint collaboration with the Council to provide planned and reactive maintenance. Key features of the service are a single point of contact, a dedicated site-based team of engineers and integrated supply chain.

## The results

Mountjoy has streamlined day-to-day maintenance. Its dedicated team is fast becoming an integral part of the Council, creating a single, highly focused service. Savings are ploughed straight back into the budget to be spent on housing stock and residents are being involved in all aspects of delivery of the service.

## Fact file

Client: Portsmouth City Council  
Project: Buckland Housing Stock  
Contract length: Three years with potential extension to ten years  
Contact: Mark Ridett, mark.ridett@mountjoy.co.uk, 07971 126546