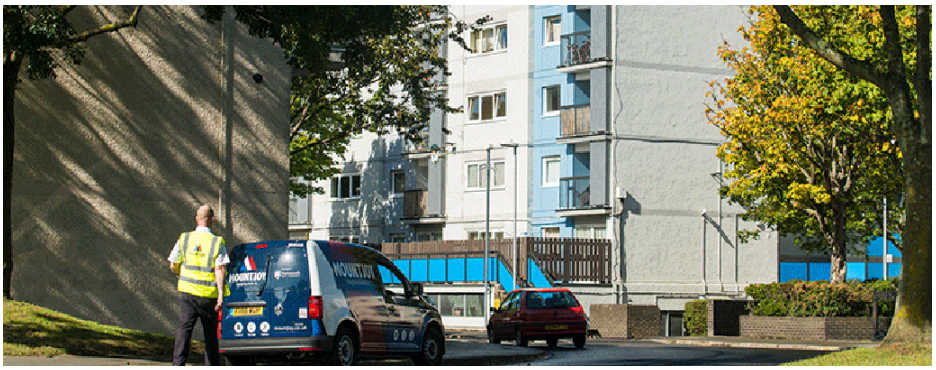
Maintenance / Reactive Repairs / Refurbishment / Voids / Local Authority



Portsmouth City Council | Housing Maintenance

KEY INFORMATION

PROJECT VALUE
£12m per annum

START DATE
September 2006

COMPLETION DATE
March 2026

CONTRACT TYPE
MTC NEC 3

The Objective

We provide housing maintenance for Portsmouth City Council's homes across the city with a service including round the clock responsive maintenance, planned maintenance and void property refurbishments. Two contracts are in operation to cover the eight housing areas (approximately 16,000 homes) which run between different dates, and these are split between two contractors.



The Solution

We maintain Portsmouth City Council's housing properties as part of a collaborative partnership. To support this, we have adopted a 'lean thinking' methodology which enables us to achieve our 'right work at the right time' mantra. It is a fundamental change to traditional methods of delivering a service and demonstrating commitment to continuous improvement.



We have a direct labour force of over 120 operatives in the field and a dedicated operations centre for this contract. All of our workforce wear a full branded Mountjoy uniform and arrive in liveried vans. We operate a dynamic appointment scheduling system where residents specify a time (to the hour) that suits them and the resource is allocated accordingly. Responsive works are carried out whilst the property is occupied which requires a high level of health and safety and good customer service.

We also run a materials delivery service for this contract out of a local builders' merchant. Through this close partnership we can offer value for money and ensure that repairs are carried out efficiently.