Maintenance / Housing / Reactive Repairs / Voids / gas servicing



Woking Borough Council | Housing Repairs, Voids and Gas Servicing

KEY INFORMATION

PROJECT VALUE
£1.9m per annum

START DATE
April 2022

COMPLETION DATE
March 2025

CONTRACT TYPE
M3 National Housing Federation Form of Contract (Rev 7:2020)

Objective

In 2021, Mountjoy was successfully awarded a £1.9m p.a. contract with Woking Borough Council to provide responsive maintenance, void property works, domestic and communal gas boiler servicing to the Council's 3,750 homes. The contract was mobilised in early 2022 and commenced on 1st April 2022.



Solution

In order to efficiently deliver the works required under the contract, we opened a new office in Woking town centre to base our operations from. From here, the contract is managed by our Contract Manager and supported by 2 Supervisors and a Resource Controller, managing our in-house Helpdesk. The contract is delivered by a directly employed local trade team of 17 staff, covering the following trades:



- Gas Engineer
- Electrician
- Multi-skilled Carpenter
- Multi-skilled Plumber
- Decorator
- Groundworker

Our skilled team, with the assistance of approved supply chain partners will complete approximately 8,000 responsive repairs per annum within tenanted properties with an additional c. 190 void refurbishments and c. 2,000 gas boiler repairs.

The contract with Mountjoy is a key part of a wider transformation plan for the council, which will see Woking Borough Council bringing housing management services back in house and establishing a new supply chain to deliver maintenance services.