Maintenance / Housing / Reactive Repairs / Voids / gas servicing



KEY INFORMATION

PROJECT VALUE
£500k per annum

START DATE
April 2014

CONTRACT TYPE
Rolling contract





Vectis Housing Association | Repairs, Voids & Gas Servicing

Objective

Mountjoy has been supporting Vectis Housing Association by providing reactive maintenance, planned works, void repairs and gas servicing to 400 Vectis Housing properties across the Isle of Wight. The contract – commencing in 2014 – initially covered responsive repairs only, but was expanded in 2016 to include void refurbishments and once again in 2019 to include gas servicing.

The property types we work in range from general needs housing to sheltered housing and medium and high-rise communal blocks.

Solution

The contract is managed through our Isle of Wight Hub and is overseen by a Contract Manager, an Island-based Supervisor and a Resource Controller.

We also have a team of 17 Operatives assisting in repairs required by Vectis tenants, covering the following trades:

- Carpenters
- Plumbers
- Electricians
- Groundworkers
- Roofers

We manage circa 900 jobs and 40 voids per annum, self-delivering 85%+ of these. We also carry out approximately 30 kitchen/bathroom replacements per year as part of Vectis' planned works programme.

Since 2014 we have worked closely with Vectis to identify contract improvements – this has included initiatives such as agreeing a new delivery model to provide cost certainty

and reduce spend, and developing a new process for scoping voids works to reduce end to end times. Most recently we commissioned the use of Gas Tag, a web-based management system for tracking the status of gas boilers and gas compliance, to streamline the existing gas servicing workstream.

KEY INFORMATION

PROJECT VALUE
£500k per annum

START DATE
April 2014

CONTRACT TYPE
Rolling contract



