

# MPS Little Guide to Housing



# We are MPS

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MPS has been caring for residents' homes for over 25 years. As part of the Mears Group we offer partnership solutions and expertise in estate management and property maintenance.

We deliver a range of property services, including delivering reactive repairs, planned and cyclical maintenance services to over 100 local authorities and housing providers nationwide. With MPS you get a local team who understand the importance of working together to deliver the most value for you.



# Alternative Delivery Models

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Through our three innovative delivery models, we set out to achieve positive outcomes for our clients, their customers and the communities we serve.

## JOINT VENTURE

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A joint venture is a company that is set up, owned and operated by MPS with our client, and in some cases a third party.

## WHOLLY OWNED SUBSIDIARY

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A ring-fenced subsidiary company wholly owned by the client, with staff employed by the subsidiary.

## MANAGED SERVICE

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We support key elements of the service - depending on what our client wants or needs.



# MPS in Numbers

265,000



Responsive repairs per year

6,500



Domestic boiler installations per annum

4,000



Kitchen replacements per annum

60,000+



Homes are provided with gas servicing

3,500



Bathroom replacements per annum

30,000+



Homes are provided with gas servicing via communal areas

Every year, MPS Energy delivers over 50,000 gas services, 60,000 repairs, 3,000 domestic boiler installations and over 150 boiler and plant room installs or upgrades to social housing clients across the UK.

60,000



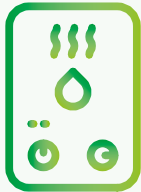
Repairs

50,000



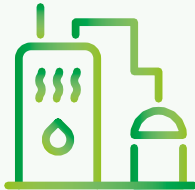
Gas services

3,000



Domestic boiler installations

150



Boiler and plant room installs or upgrades

# Partnership Solutions

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Our approach fits around you. Our experts analyse buildings in an intelligent way – monitoring repair works, occupancy and energy usage. We then use this data to develop, utilise, and maintain properties throughout their lives. We call this integrated property management.

If integrated isn't for you, we offer other innovative delivery models, including bundles of services, joint ventures and wholly owned subsidiaries. All of our models are set up to let us manage your estate in the most cost-effective and efficient way, leaving you free to focus on your core business.



# Repairs and Maintenance

Through meeting the needs and expectations of all the clients and residents we serve, we've built a reputation for outstanding repairs and maintenance services.

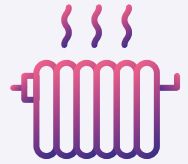
We understand that residents want their repair to be done quickly, conveniently, and properly; landlords want the right repair done at the right time and in a safe and efficient way, to protect the value of their assets. That's why being responsive and carrying out high quality building maintenance is exactly what we do.



Repairs



Voids



Heating



Electrical



Cyclical  
maintenance



Compliance



Internal & external  
refurbishment  
programmes



Painting



Claims  
validation





# Planned Works

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At MPS we understand that if you're a landlord, it's not just about fixing problems quickly when something goes wrong, but about planning ahead to make sure that you're getting the most out of your investment.

Our range of IT management systems and operational experience enables us to assist clients in making informed decisions on their long-term planned, preventative and cyclical maintenance programmes. By analysing your property portfolio in the round and mapping repairs by trade and geographical location, we can help identify trends and targets for planned works. Using this insight we can then put in place a preventative maintenance plan that helps ensure that every penny spent adds value to you and your residents, extending the useful life of your assets.



## SWITCH TO SUSTAINABLE HOMES AND CHEAPER FUEL BILLS

### Improving homes for the future

The most cost effective way to increase the SAP rating across your housing stock is through fuel switching.

Many households across the UK live in fuel poverty, unable to afford the high costs of electricity, coal, oil or LPG.

For many of us, gas central heating is a given, but today approximately 18% of the UK population are living off gas, which means about 4.4 million homes may be affected.

Gas heating is not only a cost effective method of heating, it is also more energy efficient and environmentally friendly than other fossil fuels.

At MPS Energy, we believe everyone deserves the right to a warm home, which is why we are providing a dedicated fuel switching solution, Switched On.

Switched On is our unique proposition that enables us to connect residents' homes to mains gas.

## Annual household energy savings can be

**£530**



for homes moving  
from electricity

**£460**



for homes moving  
from LPG

**£380**



for homes moving  
from solid fuels

**£110**



for homes moving  
from oil



# We do all the leg work

We will apply for funding on your behalf so you don't have to.

Leveraging our unique position, we will incorporate funding initiatives to support the application.

## After that, it's easy...



The potential benefits for residents are significant. MPS Energy strives to provide residents access to more affordable and sustainable energy. The 'Switched On' programme creates an opportunity for social housing providers to deliver better value to residents.

## The Nitty Gritty

Where the property is less than 23m from the network connection will be free of charge.\* After we configure the connection, we will install and manage the central heating to the properties.

\*Subject to qualifying criteria

# How did MPS help Southampton City Council?

Working with Southern Gas Networks, MPS' experienced team of supervisors and trade operatives carried out our Switched On fuel switch programme over a 9 month period from start to finish.

With the aim to reduce energy costs for Southampton's most vulnerable residents, we provided an end-to-end service which included feasibility, tenant engagement, and the arrangement of available funding to deliver the programme.



## Statistics

The unemployed claimant rate for Hampshire, including Southampton, stands at 0.9% and 30,776 of Southampton's population are pensioners (ONS).

To ensure the most vulnerable residents were benefiting from our Switched On scheme, one of the following criteria had to be met:

- Residents have to live in the 20% most deprived areas of Southampton
- and be of the age of 70 or over and/or in receipt of a qualifying benefit.

# Community Investment

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The best measure of our success is the satisfaction of the residents we serve. A lot of that is down to good communication.

We make sure there's plenty of opportunity for residents to learn more about us – we take time to listen to their needs and explain our work processes to them. We also ask for regular feedback. Whether it's through residents' forums, coffee mornings, repairs surgeries, or estate fun days, we encourage them to play an active role not only in the planning and delivery of our services, but in helping to shape and build sustainable communities.



# Partnering on community health with Golding Homes



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Set up to help improve the health of local residents in Kent and to raise awareness of the NHS Health Check programme, the Health MOT Roadshow offers free health checks to local people in easily accessible locations across the county.

The initiative, launched in September 2014 as a proof of concept venture, was the idea of MPS, Golding Homes, Wellbeing People, Kent County Council and Kent Community Health NHS Foundation, who all worked collaboratively on the project. This unique partnership won us the highly acclaimed 'Innovation in Partnering using TPC2005 Award'.

Since September 2014, the roadshow has delivered:

**1,384** NHS Health Checks

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**4,405** Health MOTs

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**103** Referrals to the NHS Health Check programme

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**563** Referrals to locally commissioned services

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**24.3%** of NHS Health Checks and **29.6%** of Health MOTs were carried out for individuals from deprived areas.





# Partnering on community health with Golding Homes

The programme has demonstrated the success of working collaboratively and drawing on expertise across public, private and not-for-profit sectors.

**Caroline McBride,**  
**Head of Community Development at Golding Homes said:**

*"Taking the Health MOT Bus to shops and offices is an effective way of engaging with people who might not ordinarily visit their GP surgery. The innovative partnership made this possible."*

**Ben McGannan,**  
**Managing Director of Wellbeing People explained:**

*"This project simply would not be possible without any single partner. We've brought together public, private and not-for-profit sector organisations to address a public health challenge. We are delighted to be part of an award winning partnership."*



# Orchard House Refurbishment, Little Daydreams Nursery





# Orchard House Refurbishment, Little Daydreams Nursery

## BACKGROUND

MPS and Orbit worked together to refurbish the much-loved Little Daydreams Nursery in Erith, Kent, as part of its community investment programme. The refurbishment project, completed in late 2017, completely overhauled an unused, dilapidated building into a fit-for-purpose, state-of-the-art, nursery. The building sits beneath the Orchard House tower block and local estate, where there is a direct need for childcare. The nursery is positioned right at the heart of the local community providing a central hub for children to grow and learn.

<b>Name</b>	Orchard House Refurbishment, Little Daydreams Nursery
<b>Start and end date</b>	April 2010-March 2021
<b>Contract value</b>	£100m
<b>Client organisation</b>	Orbit Group Limited

The Housing Association Charitable Trust (HACT), provides data analytics and insight across the housing sector. In their latest Community Insight profile for Orbit Housing, they found that statistics for the number of children living in poverty, children in 'out of work' households, and children in lone parent households were all higher than the UK average. With 31.1% of children living in lone parent households, it is integral that children have the opportunity to learn through playing with their peers and adults.

31.1% of children are living in lone parent households.

# Orchard House Refurbishment, Little Daydreams Nursery

## AN MPS PROJECT

For almost ten years Orchard House was underused and in need of repair. Having recently run a self-employment course, Orbit was in discussions with one of its customers about finding space to launch a day-care centre for children with additional needs.

Orbit approached MPS and together Orchard House was identified as a potential space to launch the business.

The project at Orchard House was led by a team of kitchen fitters, plumbers, carpet layers, tillers, carpenters and painters.

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MPS commissioned work on Orchard House representing over £20,000 worth of renovations. Included in this refurbishment was the building of a sensory room, management office and completely replacing the kitchen including donating all white goods.

From site surveys to completion MPS turned Orchard House around in three weeks leaving behind a brand new, purpose built day-care centre, more significantly a day-care centre for children with additional needs.

**MPS commissioned £20,000 worth of renovations.**



# Orchard House Refurbishment, Little Daydreams Nursery

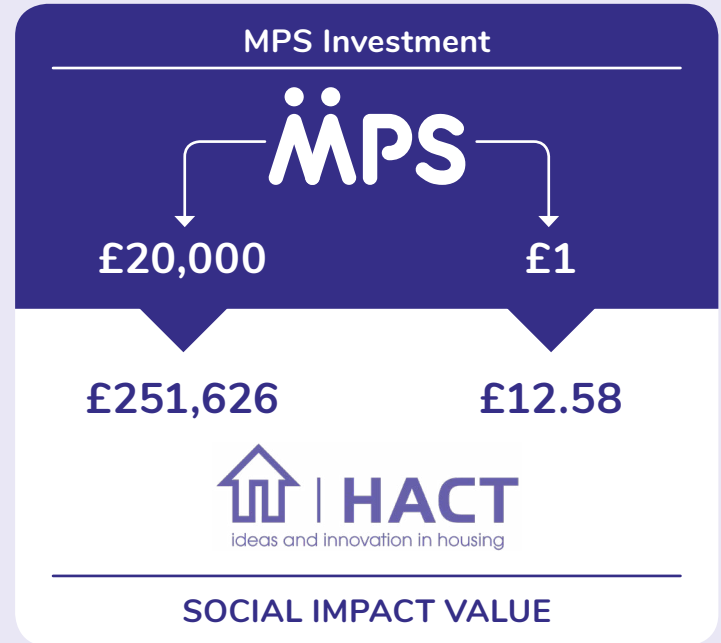
## SOCIAL VALUE IMPACT

Orchard House now provides support and access to specialist services for 42 families. The purpose-built sensory room offers relief and a quiet place for children with additional needs, in a safe environment. Orchard House also provides a network of support for parents to interact with those who face similar pressures.

Among lone parent female households this also offers relief from social isolation. The project has enabled one of Orbits customers to set up a successful business that now employs five people from the local area. Orchard House is also now a source of income for Orbit, generating income which is being reinvested back into the communities serves.

Using HACT's Social Value Calculator, MPS's £20,000 investment produced a social impact value of over £251,626. This represents for every £1 invested there is a social impact of £12.58.

**Orchard House now provides support and access to specialist services for 42 families.**



# Golding Homes: Shepway Community Centre



# Golding Homes: Shepway Community Centre

## THE CHALLENGE

Despite the mass importance of this centre to all its users and their families, Shepway hasn't been refurbished since it was proudly opened over 20 years ago.

With its high footfall of people, the centre was in need of a lot of work, from holes in the ceiling to complete bathroom replacements. The scope was large and sure to completely change the face of the centre.

The centre is a great example of Golding Services staff being able to use their knowledge and expertise to deliver a project that will directly impact the wellbeing of Golding Homes communities.

**The scope was large and sure to completely change the face of the centre.**

<b>Name</b>	Shepway Community Centre
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<b>Start and end date</b>	Jan 2011 - Jan 2021
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<b>Contract value</b>	£73m
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<b>Client organisation</b>	Golding Homes
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# Golding Homes: Shepway Community Centre

## AN MPS & GOLDING HOMES PROJECT

MPS are committed to helping Golding Homes achieve high impact community-based projects on its wholly owned subsidiary, Golding Services. Golding Vision staff brought the Shepway Community Centre to Golding Services attention, a well-used centre managed by Salus; a charity specialising in youth work.

Salus supports over 300 children and young adults at the centre every week. As well as this, Shepway has a well-attended youth club which, on its own has attracted over 150 young people in just a 6-month period. If that wasn't enough, they also run a pre-school for local families and a fortnightly young carer's support group.

With thanks to all the sub contractors who offered discounted and free materials, including Mark Bambries.



Travis Perkins



# Golding Homes: Shepway Community Centre

## RESULTS

The refurbishment meant the children and young adults attending would have a brighter, safer and more practical place to go. Golding Services were even able to convert disused space into well needed storage for the staff.

The staff and centre users were so pleased the work was going ahead that they even pitched in and lent a hand, assisting in planting flowers in the new beds outside and painting the nursery walls. It was a group effort from start to finish.

Tracie O'Brien, Assistant Technical Administrator for Golding Services, coordinated the project as well as donning her own overalls again and helping with the refurb.

Ahead of the project, Tina Wells the centre manager, who has worked at the Community Centre for around 15 years said 'Everything – this means everything to us – it hasn't seen a facelift since I have been here and I can't wait to see the difference' post quote needed here.

The hard work of the Golding Services team and generosity from our sub-contractors providing materials, has enabled this project to go so smoothly. MPS look forward to continuing its relationship with the Shepway Community Centre and are proud to have positively impacted so many lives through this refurbishment.

**“This is a fantastic joint community project that will make a big difference to the people of Shepway. It was a pleasure to be involved with the project & the results were amazing.”**

**Tracie O'Brien,**  
Golding Services

**“Everyone is really impressed with the quality of the work, it looks like a completely new building. The improved garden, nursery ceiling and studio mirrors mean above everything else, the children now have a safe place to come and visit.”**

**Adam Overs,**  
Salus



# Student Castle, Durham



# Student Castle, Durham

## BACKGROUND

Student Castle is a leading provider of student accommodation across the UK. Since 2010, Student Castle have opened schemes in Bristol, Cambridge, Cardiff, Edinburgh, London, Manchester, Newcastle and York each one tailored to the city and its students. An additional three sites are under construction in Durham, Oxford and Brighton completing in 2019/20 respectively.

Student Castle places great emphasis on securing the most suitable and sustainable locations for their prospective students, and also provide accommodation which is designed and managed in a way that meets the needs of students on-site.

<b>Name</b>	Student Castle, Durham
<b>Start and end date</b>	March 2018 – June 2019
<b>Contract value</b>	£2.71m
<b>Client organisation</b>	Student Castle

This allows prospective students the opportunity to live in modern and safe accommodation within close proximity to their college or university, whilst also ensuring that students get the most out of their university experience. Student Castle has shown innovation within this sector with an extremely high standard of accommodation in a variety of contemporary layouts that respond well to the needs of the 21st Century student.

**Extremely high standard of accommodation that responds well to the needs of the 21st Century student.**

# Student Castle, Durham

## AN MPS & STUDENT CASTLE PROJECT

MPS worked in partnership with Student Castle to develop the new student accommodation development in Durham city centre. The 473-bed student accommodation block features communal living areas, a cinema, bar, laundry, retail space, gym, common rooms, games area, office space and study space.

The scheme is constructed over 8 floors and each bedroom (studio) has a prefabricated bathroom pod.

MPS worked on the £2.7 million project over a 16 month period to deliver:

- **External structural steel framing, cement particle boarding to the framing and insulation works**
- **Internal partitions, drylining and plastering works**
- **Suspended ceilings**
- **Decoration works**



# Student Castle, Durham

## RESULTS

MPS successfully worked to deliver this project on time and within budget. Though there were some challenges that meant the team had to work innovatively to ensure the project ran smoothly alongside the main contractors' activities.

This scheme sits outside MPS' core business activities which meant the team had to source all of our labour externally, so they didn't affect in-house works. The location of the site also meant the team faced delivery constraints for the materials needed for the project.



**“All deliveries had to come on flat bed artic wagons and be craned from the back using the onsite crane, which meant deliveries were a military operation. We also had to work in and around the deliveries of the bathroom pods for each studio. We had to co-ordinate the logistics with our client to ensure the pods were in place before our materials were delivered. Though it has been a challenging project, we’re delighted to have delivered it within the set timeframes and budget.”**

**Gareth Park,**  
MPS Project Manager

MPS provides a range of maintenance services in the UK and has become one of the top five service providers to the UK social housing sector.

Employing over 1,300 employees, MPS has been caring for residents' homes for over 25 years. The business includes experts in estate management and property maintenance, as well as all the main building and specialist trades. MPS offers a range of services, including delivering reactive repairs, planned and cyclical maintenance services to over 100 local authorities and housing providers nationwide.



Saving money



Customers service



Home servicing



Gas services



Repairs



Electrical



Aftercare



Heating



Insulation



Voids



Kitchens & bathrooms



Maintenance



ECO funding



Domestic boiler



Community investment

Call this number:

**0870 607 1400**

Visit this website:

**[mpshousing.co.uk](http://mpshousing.co.uk)**

MPS is part of  
the Mears Group

**MEARS**