



Maintenance / Housing / Reactive Repairs / Voids / gas servicing



## Woking Borough Council | Housing Repairs, Voids and Gas Servicing

### 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.

### 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)

