



Project Title: Housing Prime Contract for England & Wales

Client: MODern Housing Solutions

Project Details:

This contract is a full 24 hour, 365 days per year building response maintenance contract to all Defence Infrastructure Organisation (DIO) residential properties in the North. This covers a vast area from Lincoln in the south to the Scottish border and includes over 6000 properties. We provide both reactive and planned maintenance services from 3 regional offices in Waddington, York and Catterick. As a fully Embedded Supply Chain Partner we have constantly outperformed the whole country with a "first time fix" rate of 98%. We receive and generate around 4000 orders per month and also carry out all electrical and gas testing in these properties. All our engineers carry PDA's so all works orders can be sent direct to them in the field, we also monitor their location through our vehicle tracking system so our schedulers' can appoint the closest resource. We also get involved in Core Works and Special Projects throughout the region including disabled adaptations and roof works.



Duration: 7 Years (Commenced 2006)

Value: £5.5m