



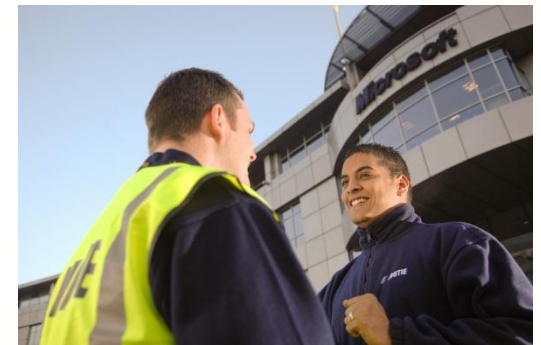
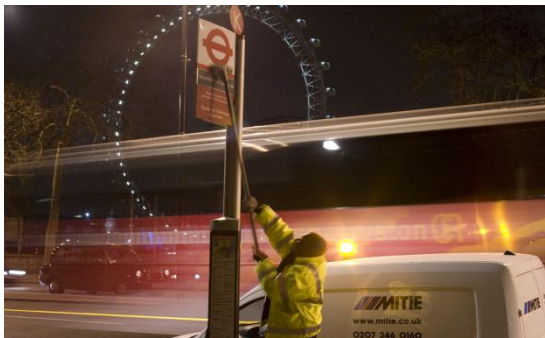
Hammersmith & Fulham







HOUSING, HEALTH AND ADULT SOCIAL CARE SELECT
COMMITTEE – 2nd April 2014

MITIE Group at a glance



- The strategic outsourcing and asset management company
- Formed in 1987 – now a leading FTSE 250 Company
- 77,000+ people
- 6,500 private and public sector clients – London Eye, Marks and Spencer, Rolls Royce, BAA, Microsoft, LloydsTSB, MoJ, and numerous social housing clients
- 25,000 contracts



Customer	Type of Work	Value (pa)	Number of Years
Milton Keynes Council 	24 hour emergency, RR & Void Refurbishment	£6.1 pa	10 years
Crawley Borough Council 	24 hour emergency, RR, void refurbishment & planned works	£11.4m pa	10 years
A2 Dominion Group 	24 hour emergency, RR, planned works & voids	Planned: £7m pa Repairs & Voids: £7m pa	Planned: 4 years Repairs and voids: 10 years
Golding Homes 	RR & voids, cyclical inspections, painting, planned and gas servicing, repairs & installations	£7.3 pa	10 years
Orbit Housing Group 	24 hour emergency & RR with voids and planned works	£13m pa	Area 1 (East) – 5 years Area 2 (South East) – 4 years
Lewisham Homes 	Planned works	£10m pa	4 years

Outline Scope of Partnership Contract

(Already in place: 3 year painting and planned works)

- 10 (+ 5) Year Contract
- Repairs Call Centre

Price Per Property

- Responsive Repairs – Systems Thinking 1 job at a time approach
- Gas Repairs, Servicing and Boiler Renewals
- Annual Property Inspection
- ECIR (every 5 years)

Price Per Block, Price Per Hostel, Price Per Non-HRA Property

- Communal Gas and M&E
- ECIR (every 5 years)
- Controlled Access
- TV Aerials
- Quarterly Estate Inspections (PPB)



Fixed Price Per Void

- 6 types inc Garages

SOR Repairs

- Mainly Communal Repairs

Planned Works

- Roof Renewals and RWG
- Planned Maintenance, eg Relamping prog, Drain jetting, etc
- Access Control
- Kitchens & Bathrooms
- Fire Safety
- Estate Improvements
- Insurance Works
- Etc

Outside Original Scope of Partnership Contract



Now offering Repairs Taking Calls on behalf of LBHF

- Lifts
- Stairlifts and Ceiling Hoists
- Warden Call Systems
- Fire Alarm Systems
- Automatic Gates and Car Park Barriers
- Sprinkler Systems

**A future offering,
if there is sufficient interest**



**Property
Solutions**

A bit about MITIE Property Solutions.....



- Specialist division with MITIE
- Has a unique ability to provide any service required to domestic or commercial buildings
- Work with clients to deliver a higher quality service whilst controlling costs
- Completes over 52,000 reactive response repairs nationally per year
- Completes over 12,000 secure, repair and maintenance tasks per year
- Price certainty with fixed pricing and a national schedule of rates
- Provide a bespoke service to a number of UKs leading brands

Some of our B2B Customers



Emergency building repairs



Claim validation and building repairs



Void, security & Maintenance

