



Partnering & Collaborative Service Delivery

MNM's owners and management team made a policy decision some 5 years ago to invest in building capacity, contribution and experience in developing Partnering & Collaborative approaches to delivering our services.

The benefits of Partnering and Collaboration for MNM and our clients include:

- Focussing on mutually agreed (and accepted) objectives
- Removal of blockages to progress
- Involvement and contrition of Residents in shaping the service
- Increasing Resident/Customer satisfaction
- A focus on understanding facts to drive the process - rather than opinion
- Investment in each others businesses
- Delivering effectiveness, efficiency and improved value for money
- Focussing on building trust and using our experiences to support this



www.mnm-properties.co.uk

Our organisation currently has the following long term partnering relations and contracts:



Wandsworth Council

In October 2010, MNM secured a comprehensive voids contract for Wandsworth Council, which covers a number of areas within the Borough.

The contract is for a four year period and has delivered approximately 40 voids per month since the service commenced some 20 months ago and which have been delivered within an average of 7.3 working days.

The voids service includes:

Gas safety check and repairs
Electrical check and repairs
Lock change (out of hours if required)
Full self-certified schedule of repairs in accordance with Wandsworth BC's performance specification
Full clean for each home
Basket rates based on numbers of bedrooms
Average cost per void of works carried out by MNM is £1,200 excluding VAT

In addition to high levels of evidenced performance, ratified by Wandsworth Council, MNM have also delivered on our tender promise to set up a local office in Wandsworth, located at 332 Tildesley Road, London SW15 3BB.



Genesis

MNM re-secured a Partnering service under Term Partnering Contract 2005 with Genesis (and their then temporary housing provider

Pathmeads Housing Association) in 2008, having been delivering the service since 2000.

The TPC 2005 contract is for a five year period that is extendable by a further five years subject to performance and the service that we provide includes delivering the following:

Gas safety checks and repairs to landlord properties
Electrical inspections and repairs
Full voids service
Reactive maintenance
Storage and delivery of white goods for temporary housing tenants who need such facilities
Major repairs service to landlord properties where required

Look Ahead Housing and Care



Look Ahead provide housing and support services to some 3,500 people across London & the South East, across a stock portfolio that includes houses, flats, bedsits, hostels and registered care homes.

MNM secured a four contract through a rigorous OJEU procurement exercise in 2010, which is extendable by a further two years subject to performance, which covers:

Responsive repairs	Voids
Removals and storage	Cyclical
Gas	Planned maintenance

Key outputs delivered since the service commenced in 2010 include:

Effective mobilisation process, working collaboratively with the Look Ahead teams
Evidenced improvement in Year One on previous arrangements
Transition of two further Regions to MNM as a result of poor performance by another contractor appointed at the same time as MNM
Expansion of service to cover electrical testing & repair
Provision of white goods to hostels and care homes
Decanting and extended re-letting services for hostels, whereby MNM provide removal services and help and support to vulnerable tenants
Development of performance framework to better represent Look Ahead's needs
Increased self-specifying on voids/planned/cyclical programmes to save costs
Work experience has been provided for a number of Look Ahead tenants
Look Ahead/MNM staff spending time in each other's offices to understand each other's needs e.g. training each other on call centre activity, capturing job order needs, notes on completed repairs, sharing historic knowledge of stock, etc
Use of CRB approved operatives



Head Office
Unit 30 Cygnus Business Centre,
Dalmeyer Road NW10 2XA
Tel: 0208 451 5500

South London Office
331 Tildesley Road,
London SW15 3BB
Tel: 0208 6160 252

www.mnm-properties.co.uk
info@mnm-properties.co.uk