

A close-up photograph of a hand holding a set of keys, with a blurred background of people in a professional setting.

CASE STUDY

MOD Housing

CUSTOMER – DEFENCE INFRASTRUCTURE ORGANISATION

START DATE – JANUARY 2016

CONTRACT TERM – 5 YEARS (3+2)

CONTRACT VALUE – £300 MILLION

NATURE OF SERVICE

- Providing homes to serving members of the Armed Forces where the MoD does not have accommodation on base.
- Sourcing homes in the Private Rented Sector to ensure personnel can focus on their duties.
- A national service, managing 3,400 homes across the UK and housing some 6,000 personnel and their families each year.
- Introducing a maintenance offering to landlords in 2018
- Essentially a corporate lettings service for the Armed Forces, with Mears providing all services
 - Search and select
 - Viewing, move in and inventory
 - Tenancy management
 - Income management
 - 24/7 customer service

CURRENT STATUS AND PERFORMANCE

- All KPI criteria achieved with customer satisfaction above 90% each month.

- Mears has also transformed the portfolio and driven significant savings for the MoD during the contract by reducing rent costs whilst maintaining standard and procuring cheaper utility rates.
- MoD has requested that a 2 year extension be granted to 2021 and awaiting Cabinet Office approval.

LINK TO OTHER OPPORTUNITIES

- Mears reputation as a contractor is very strong.
- MoD are due to commence tender processes for new ten year contracts for the Maintenance of the 49,000 homes portfolio behind the wire. To be let in 4 lots with a maximum of two Lots to a single bidder.
- MoD also tendering the housing management service to all 49,000 homes.
- Track record of national delivery is a strong reference for other opportunities with the Home Office.