

MEARS



Partners for purpose

Why
Mears?





Who are Mears?

Mears are one of the UK's leading housing solutions providers to both the public and private sector.

With over 5,500 employees, we work with clients to help develop, fund and implement innovative solutions.

We are a highly responsible partner, who is committed to; delivering the highest levels of customer service, keeping our promises, creating a great place to work and tackling issues that matter to people and communities.

Helping people and communities thrive

We want to be the most socially responsible business working with the public sector.

Our values

- We value our customers and communities, putting their needs at the heart of everything we do.
- We value teamwork, supporting each other, sharing ideas and never excluding others.
- We value personal responsibility, setting consistently high standards for our work and holding ourselves accountable for achieving them.
- We value innovation, being inventive in our approach and empowering people to take reasonable action without fear of recrimination.

Our core business activities

- Housing Management
- Housing Maintenance
- Housing with care
- Facilities Management

Our red thread behaviours

- We motivate
- We have high standards
- We are customer focused
- We empower
- We are role models

Our internal infrastructure

- We have a leading internal support network that covers everything from health & safety, IT and Marketing & Communications.





Our ambition

To be regarded as the UK's leading and most trusted service provider to the affordable housing market.

Responsibly providing innovative housing solutions to the clients and communities we work with, while leading in digital transformation and carbon reduction.

Through long-term, sustainable partnerships we will deliver high quality, value-for-money services to meet our customers' needs. We will achieve this through a culture which values people, promotes innovation and encourages continuous improvement. This will help us to grow a successful and profitable business, which is highly valued by our customers, colleagues and shareholders.



What we do

Housing Maintenance -

Maintaining the quality of your housing stock

We are the largest provider of repairs and maintenance, and regeneration services across the UK. Mears provide tailored rapid-response and planned maintenance services through partnering arrangements with more than 70 local authorities, Arm's Length Management Organisations and Housing Associations.

Housing Management -

Finding new ways to meet local housing need

Housing Management works in partnership with central and local Government, registered providers, tenants, landlords and investors to find solutions to homelessness, provide more social and affordable housing and create specialist housing for people with care needs. We are trusted to provide properties and public housing management for some of the most vulnerable people in the UK on behalf of our partners and through our own landlord business.

[Read more](#)

Our services

We offer a range of services to our local and central Government partners including:

- ▶ Repairs and maintenance
- ▶ Voids property management
- ▶ Compliance – gas and electrical services
- ▶ Planned works
- ▶ Capital reinvestment
- ▶ Regeneration
- ▶ Carbon reduction
- ▶ Substitute accommodation in partnership with the Ministry of Defence
- ▶ Accommodation for asylum seekers in partnership with the Home Office
- ▶ Housing management
- ▶ Housing for private tenants
- ▶ Facilities management
- ▶ Housing with care



Showcasing our capabilities

With 25 years experience of delivering market-leading repairs, refurbishment, fire safety and maintenance services, Mears is trusted to deliver in excess of 6,000 repairs daily to a portfolio of more than 1,000,000 homes nationwide.

▶ Repairs and maintenance

Mears deliver an all-encompassing service carried out in partnership with North Lanarkshire Council, to fully maintain and repair every property within the Council's portfolio of 36,700 tenanted properties and 1,200 public buildings. [Read more](#)



▶ Voids property management

Mears deliver void services in partnership with Livin on their housing stock of circa 8,500 properties. Working collectively, a review was carried out in 2016 to look at ways to improve the voids process and decrease turnaround times. [Read more](#)



▶ Gas services

Mears deliver domestic and commercial gas works for Milton Keynes Council. Domestically, Mears services over 11,000 boilers also including other forms of heating, such as oil and solid fuel appliances. [Read more](#)



▶ Planned works

Mears delivers planned maintenance services in partnership with Islington Council for cyclical repairs, preventative maintenance & improvements in energy efficiency and fire protection works. [Read more](#)



▶ Capital reinvestment

Since 2008, Mears has been Livin's strategic partner working under an integrated delivery model as the 'Livin Works' team. [Read more](#)



▶ Regeneration

Mears worked with HUSK to redefine, redesign, re-use and revitalise existing garage infill sites. Working together we took garages, which appeared at little value and created a range of fully Homes England compliant house types. [Read more](#)



▶ Carbon reduction

In Aberdeenshire, we are delivering for the Housing Improvement Programme (HIP) which is part of the Council's 30-year business plan for reducing carbon emissions in council houses and flats. [Read more](#)



Showcasing our capabilities

We work in partnership with central and local Government, registered providers, tenants, landlords and investors to find solutions to homelessness, provide more social and affordable housing and create specialist housing for people with care needs.

▶ Substitute accommodation in partnership with the Ministry of Defence

Mears runs the Substitute Accommodation contract on behalf of the Defence Infrastructure Organisation (DIO). As part of the contract, Mears provides affordable housing to over 3700 single service personnel and 520 families in substitute accommodation across the UK.



▶ Accommodation for asylum seekers in partnership with the Home Office

Mears provides temporary accommodation to asylum seekers whilst their claim is being assessed in three regions: North East, Yorkshire and Humber, Northern Ireland and Scotland. At the end of May 2021, Mears had over 19000 service users across the three regions.



▶ Housing management

Mears has developed a joint venture with the London Borough of Waltham Forest, *More Homes Waltham Forest*, a scheme to purchase and refurbish 365 homes for homeless individuals and families. [Read more](#)



▶ Housing for private tenants

Mears Living works with Local Authority clients, investors and private landlords, to provide affordable homes to a range of renters and shared owners across the UK. [Read more](#)



▶ Facilities management

We have developed a highly successful partnering model to deliver innovative FM services to clients and end users from a variety of sectors and cultural backgrounds throughout the UK. [Read more](#)



▶ Housing with care

Mears provides specialist housing with care solutions and combines its skills to build, manage, maintain and provide care to residents of Balmoral Place, Northampton. [Read more](#)





So, why Mears?



▶ We are a sophisticated housing manager, across both central and local government, specialising in the affordable housing sector.

▶ We look after more housing than any other organisation in the UK.

▶ We stand ready with our partners to deliver leading and innovative housing solutions and tackle the challenges of today and tomorrow, such as climate change.



▶ We have a strong financial position and reputation.

▶ We pride ourselves on delivering great service to all our customer groups.

▶ We have established strengths in IT, Health & Safety and workforce management.



▶ We pride ourselves on having a social heart and being a leading socially responsible business.

▶ We are open and transparent and not afraid to subject ourselves to scrutiny - we have a wide range of accreditations and independent scrutiny boards.

▶ We are a highly responsible and stable employer and regard our people as our biggest asset.

▶ Work is a big part of anyone's life and at Mears we are constantly evaluating our contribution to the wellbeing of our workforce and creating a truly great place to work.

▶ We are committed to building a diverse, fair and inclusive culture that goes beyond protected characteristics, attracting and retaining the best talent, and enabling all our colleagues to thrive.

The Mears Foundation

The Mears Foundation is the independent charitable arm of Mears Group.

The Foundation is a grant-making trust that seeks to harness the goodwill, talents and skills within Mears Group to benefit charities or good causes that provide practical help and support to vulnerable people in communities in the United Kingdom.

The Mears Foundation works with groups and individuals who share our values to improve their lives and life chances by providing them with opportunities and skills to become stronger and more self-reliant.

Our aim is to empower and assist people so that they can develop their own skills and abilities to their maximum potential.

The guiding principles of the Mears Foundation are to:

- ▶ Improve the lives of people living within communities in the United Kingdom
- ▶ Help build community cohesion and integration
- ▶ Provide career and skills development opportunities to those needing them most
- ▶ Be a positive contributor to the environment

www.themearsfoundation.org.uk



Showcasing social value at Mears

Well-being
[Read more](#)

Equality and diversity
[Read more](#)

Community investment with Rotherham Council
[Read more](#)

Leeds Social Value partnership
[Read more](#)

Social Value Annual Report
[Read more](#)

Mears Customer Scrutiny Board

Mears has created a new and independently chaired *Scrutiny Board* made up of customer representatives from around the UK to scrutinise, support and hold Mears to account as they seek to raise service standards for all customers.

Reporting to the Mears PLC Board, the Scrutiny Board works closely with the *Customer Champions Forum* and *Online Network* for evidence and insight into the issues it is investigating. The Scrutiny Board is independently chaired. It is supported and its independence validated by the *Centre for Public Scrutiny*.

Mears Social and Diversity Impact Board

At Mears, our Social and Diversity Impact activity is directed and overseen by our *Social and Diversity Impact Board*, which includes several independent experts as well as members of our senior executive management team. To drive Social and Diversity Impact throughout the business, we continue to operate our externally appointed Board. To align to the approach, the Board has been reviewed and joined with the previously established *Diversity and Inclusion Board*.

Year on year we are committed to increasing the number of social value interventions and people positively impacted across the following four priorities:

- CHAMPIONING LOCAL
- CREATING CHANCES
- FAIR FOR ALL
- HEALTHY PLANET



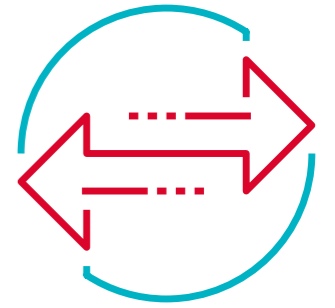
We pride ourselves on having a social heart

Measuring our success

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A D D E D M E A R S V A L U E



WORKING WITH CENTRAL AND LOCAL GOVERNMENT ALONG WITH OUR SUPPLY CHAIN PARTNERS



Partners for purpose



IT Security experts + leading technology including MCM Live



SAFETY, HEALTH AND ENVIRONMENT Set the market standards for regulatory Health, Safety and Environment



MARKETING + COMMUNICATIONS Market leaders in brand, events + internal/external communications



HR Creating a great, rewarding and diverse place to work



CUSTOMER SUCCESS Market leaders in customer service and training



MEARS LEARNING Accredited Training + Development



FINANCE Experts in financial accounting, reporting, analysis and budgeting

MEARS[®]

Partners for purpose

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