



2023 REVIEW

Building and Maintaining
homes since 1980





Grove Street

We're building for the future, crafting a neighbourhood that will thrive for generations to come.

Contents

- 04** Managing Director's update
- 07** 2023 highlights
- 08** Building new communities
- 10** St. Martin's case study
- 12** Building towards our 400th Home!
- 14** Grove Street case study
- 16** Our partnership with Ecogee
- 18** Maintaining homes
- 19** Repairing homes
- 20** Keeping homes safe
- 21** Framework success
- 23** Championing SME's and local partnerships
- 24** Keeping our people safe
- 26** Doing the right thing
- 28** PLACED Partnership Academy
- 30** 2025 Pledges



WELCOME

Welcome to the M&Y 2023 Annual Review, it is the chance to reflect and share the last 12 months with our colleagues and partners.

Gill Kelly

Managing Director

M&Y Maintenance and Construction

Whilst reflecting on the last 12 months, I was pondering on a quote I once read which said *“Sell the problem you solve, and not the product you have”*, and I think this quote is really relevant to my business reflection.

The problems M&Y have been solving this last year have included delivering partly completed developments after contractor insolvencies, delivering M&E services where safety and compliance is paramount for customers, delivering facilities management services to improve green spaces and communal areas for local communities, and many more services where M&Y are delivering solutions to solve problems for our partners, and to be honest, this is something we are very good at.



At M&Y we pride ourselves on attracting, recruiting, and retaining great people, who understand our purpose and why we are here, and then translate this into the culture and behaviours that our customers experience through our services. At M&Y, if you visit a customer, then deliver the service you would want to receive yourself, keep your promises and put yourself into their shoes, and if you do that, we will thrive and can continue to offer services to solve problems across the North West.

2023 has seen further growth and diversification in M&Y, and to be honest, it hasn't all been easy, as the economic climate we operate in has continued to remain challenging and this has impacted our supply chain, our people, and our customers. **We have however managed to work through the challenges**, we have stayed true to our values, and we have strengthened our partnerships, achieving repeat business, which is the best testament we can get.

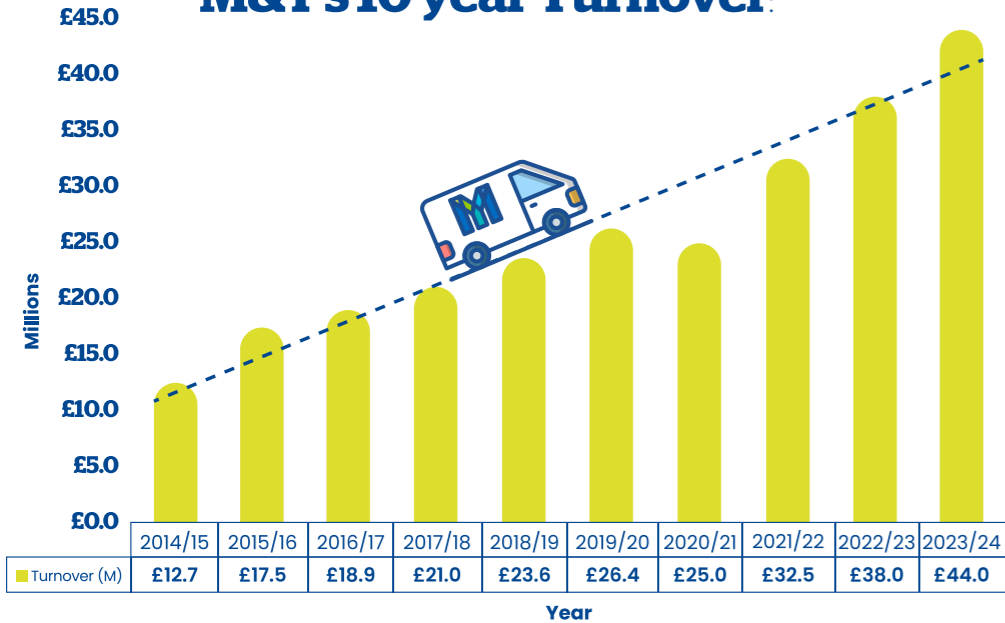
M&Y have sustained 5% of our workforce as apprentices and we are aiming to increase this in 2024 with additional commercial and construction degree apprenticeships alongside the trade apprentices, as we understand growing our own creates the best 'values' driven workforce. I also love to hear their ideas and aspirations for the construction and maintenance solutions of the future, our industry needs to evolve, and we need new blood, diversity, and different perspectives to manage this.

Lastly, my resolution for 2024 is more persistence, after almost 30 years in this industry, I understand that success is always from consistent persistence, and that **there is always a way to solve any problem**, you just have to try consistently, and you my friend, will succeed!

Gill Kelly



M&Y's 10 year Turnover:



ABOUT M&Y MAINTENANCE AND CONSTRUCTION:

We've been repairing, maintaining, and building homes for over 45 years, growing from a family-run business to a multi-million-pound operation. From day-to-day repairs to gas safety checks, landscaping to planned works, luxury houses to bespoke apartment blocks, we offer an end-to-end solution, building homes and maintaining them into the future.

As part of The Regenda Group, we work with like-minded organisations to regenerate places and create opportunities where all people can thrive. Our story is one of growth and resilience, demonstrated by our strong financial performance.



2023 HIGHLIGHTS

Growth and Diversification

M&Y experienced further growth and diversification in 2023 despite challenging economic conditions, achieving repeat business and sustaining 5% of the workforce as apprentices.



Apprenticeships Expansion

Aiming to increase apprenticeships in 2024 with additional commercial and construction degree apprenticeships alongside trade apprentices.

Financial Performance

M&Y's turnover increased year on year, reaching £44 million in the 2023/24 period, marking a decade of financial growth and resilience.

Partnership with Ecogee

The collaboration with Ecogee significantly boosted M&Y's capacity to deliver energy-efficient solutions, contributing to the reduction of carbon emissions and combatting fuel poverty.



Construction Milestones

In 2023, M&Y completed several key developments, including 13 homes in Mill Lane, Cheshire, and 20 apartments in Alexandra Drive, Liverpool, contributing to the total of 293 homes built to date.

Health & Safety Initiatives

M&Y carried out 70 health surveillance checks, conducted 37 Toolbox Talks, and delivered 22 health and safety training sessions, maintaining ISO certifications with zero non-conformances.

Social Value Contribution

M&Y generated £1,493,626 in social value in 2023, supporting community projects and initiatives, including 4 new apprenticeships, 12 career carousels, and various donations to The Brick and Centre 56's Christmas Present Appeal.



Spot Awards Recognition

In 2023, 38 colleagues were recognised for 'High Performance', 29 for 'One Team', and 15 for 'Customer Centricity', highlighting the company's commitment to excellence and collaborative culture.

Mental Health Support

Continued partnership with 'Chasing the Stigma' to provide mental health training and support, with staff trained in mental health first aid.

BUILDING COMMUNITIES

M&Y is currently at the forefront of an ambitious expansion, working across 10 active sites across the North West with two more starting on site soon – 2024 will be pivotal moment as we will be delivering our 300th and 400th home!

This milestone underscores our commitment to not just constructing houses but building communities that make a lasting impact on local people and businesses, all while prioritising sustainability for our planet.

Amidst our busiest year yet, we are celebrating the construction of 293 homes with the race to our 300th home between two developments, Mill Bank and Shevington, both due to finish in the final months of 2024. Each project reflects our dedication to excellence and a testament to our deep understanding of community needs honed over 40 years in the industry.



Scan here to view all our projects.



ST MARTINS, FULWOOD
14 houses, new chapel & community hall
Turn to page 10 to read the full story.

COMPLETED:
AUGUST 2023

GROVE STREET, LIVERPOOL
89 houses (Phase 1)
Turn to page 14 to read the full story.

DUE TO COMPLETE:
SUMMER 2025

COMPLETED: SEPTEMBER 2023



ALEXANDRA DRIVE, LIVERPOOL
20 apartments

Luchon Villa, our newly completed development nestled in the historic Aigburth neighbourhood of Liverpool introduces 20 modern one and two-bedroom apartments. Aligning with our dedication to sustainability, each apartment features air source heat pumps, electric panel heating, and photovoltaic panels, achieving an EPC rating of 'C'.

COMPLETED: NOVEMBER 2023



MILL LANE, CHESHIRE
13 houses

Our Mill Lane project, Baron's Gate in Cheshire has reached completion, providing 13 homes that perfectly blend with the landscape for Torus Developments, it represents the culmination of our efforts to deliver quality homes across the North West.

DUE TO COMPLETE: SPRING 2024

JUNO, WIRRAL
Conversion into a multi-living children's home
Transforming one home into a multi-living environment for young adults, Juno will offer a nurturing space with four en-suite rooms, dedicated staff areas, and communal living. This project is focused on creating a supportive environment for young adults to thrive.

DUE TO COMPLETE: SPRING 2024

CATON, LANCASHIRE
26 houses | Re-render work
This initiative is focused on improving the visual appeal of the homes, contributing to the overall aesthetic enhancement of the community.

DUE TO COMPLETE: SUMMER 2024

PRESTON POINT, LIVERPOOL
14 apartments | Cladding & safety upgrades
Replacing of old timber cladding and balconies with new fire-rated systems, alongside upgrading the fire stopping. These changes will not only make the 14-flat building safer but also enhance its aesthetics with a modern façade.

DUE TO COMPLETE: SUMMER 2024

LYDIA ANN, LIVERPOOL
30 apartments | Cladding & fire-stopping enhancements
Our efforts are concentrated on replacing fire-rated cladding and fitting additional fire-stopping measures, going beyond regulatory requirements for safety while also brings cosmetic improvements to the building's exterior.

DUE TO COMPLETE: WINTER 2024

BRECK ROAD, WIRRAL
15 houses
Over in Wirral we're constructing 15 homes for Redwing. We've stepped in after the previous contractor's administration, having successfully rebuilt a crucial concrete retaining wall and are progressing with the timber frames.

DUE TO COMPLETE: WINTER 2024

MILL BANK, WEST DERBY
4 houses & 18 apartments
This £5.1 million project includes 4, three-bedroom houses and 18, one and two-bedroom apartments for affordable rent, moving steadily towards completion with houses now water-tight and the apartment block reaching the second floor.

DUE TO COMPLETE: WINTER 2024

AIGBURTH ROAD, LIVERPOOL
39 apartments
In Liverpool, our Parkfield Place project is transforming Aigburth Road with 39 affordable one and two-bedroom apartments. Despite challenges, including taking over from a previous contractor and discovering the need for additional structural supports, our team has adeptly managed to install a new masonry support system and is preparing for the installation of roughly 10 tonnes of additional steel.

DUE TO COMPLETE: WINTER 2024

SHEVINGTON, WIGAN
32 extra care apartments
Our project in Shevington, Wigan, focuses on specialised housing with a £7.9 million, 32-unit extra care housing scheme for Wigan Council. Progress includes completed brickwork and steel frame installations, setting the stage for a community that supports independent living.

DUE TO COMPLETE: SUMMER 2025

NEW FERRY, WIRRAL
34 homes (Phase 1)
We will soon be on site building over 70 new affordable homes for Wirral Council. The regeneration project will be delivered in phases - phase 1 will see the construction of 34 affordable rent and rent to buy homes over two sites on Bebington Road and Boundary Road.

BUILDING A COMMUNITY IN PRESTON

In August 2023, we completed the development of St. Martins in Preston. This project has been a labour of love, bringing more than just new homes to the community; it has been about building relationships and fostering a sense of belonging among the residents.

The development comprises 14 homes, including five three-bedroom houses and nine two-bedroom apartments for Redwing, alongside a new chapel and community hall for Broughton Parish on the former site of St. Martin's Parish Centre. This blend of residential and communal spaces represents our commitment to enhancing the fabric of the communities we serve.

Our Managing Director, Gill Kelly, expressed pride in the project, emphasising its unique contribution to the community. "St Martins has been special," she noted, highlighting how our construction team became a part of the local landscape, generating £26,000 in social value activity and prioritising local labour.



This initiative underlines our philosophy that our work is not just about erecting structures but about embedding ourselves within the community, creating lasting bonds, and making a positive impact.

The environmental aspect of the St Martins development is particularly noteworthy. We've integrated air source heat pumps, photovoltaic panels, and KERS indoor heat pumps in the homes, showcasing our commitment to sustainable building practices. **These features not only contribute to a greener planet but also offer residents the benefit of reduced energy bills** and support our collective journey towards net-zero targets. The addition of electric vehicle charging points throughout the development further underscores our dedication to future-proofing our communities against the challenges of climate change.



Louise Nicholson, Branch Manager at Redwing, praised the development for its stunning design and environmental consideration, affirming that "M&Y has delivered another stunning development for Redwing." She highlighted how the energy-efficient technology employed in the new properties is making a real difference in residents' lives by reducing energy costs and contributing to our net-zero goals.

We believe in the power of community and the importance of sustainability. The St Martins project exemplifies our approach to development; one that goes beyond the physical construction to embrace environmental stewardship and community engagement.

By choosing to work with local suppliers, engage with residents, and contribute to the local economy, we're not just building homes—we're helping to weave the social and environmental fabric of the community.

As we celebrate the completion of the St Martins development, we're reminded of the impact our work can have on a community. It's a testament to our team's hard work, dedication, and the ethos that guides everything we do at M&Y Maintenance and Construction.

We're proud to not only create spaces for people to live but to contribute to the creation of communities where people thrive, supported by sustainable practices that ensure a brighter future for all. This project is a milestone in our ongoing journey to deliver exceptional and meaningful developments, and we look forward to continuing to make a difference in the communities we serve.



BUILDING TOWARDS OUR 400TH HOME!



As we move from 2023 and into 2024 we are excited to celebrate a significant milestone - the construction of our 300th and 400th home!

Our mission has always been to create more than just structures; we aim to build lasting legacies for the people and places, ensuring our projects are as sustainable as they are impactful.

From the early days of transforming the Old Courthouse in Wallasey into vibrant apartments to the recent completion of Luchon Villa in Liverpool, each step has been a building block towards this notable goal. Our portfolio, including the picturesque Baron's Gate in Cheshire and the community-centric St Martins development, showcases our commitment to excellence across all the 293 homes we've built so far.

With the anticipation building, we're focused on our upcoming completions which will catapult us passed the 300th home mark and into the 400th - 401 to be exact! The innovative Mill Bank project in West Derby, our Extra Care scheme in Shevington, Wigan, the transformative Parkfield Place in Liverpool, and the vital Breck Road development in Wirral are all on track to contribute to this milestone. These projects embody our commitment to quality, sustainability, and the communities we serve.

We are looking back at what we've achieved with pride, but also forward to the futures we're building. Here's to the homes and communities we've crafted and those yet to come, as we continue on our mission to regenerate communities and create opportunities for people.



	<u>HOMES</u>
Old Courthouse	21
Bluebrook	19
Albert Schweitzer	6
Ramsay Terrace	12
Pavilion Point	14
Lister Gardens	20
Lighthouse View	72
Green Street	14
Marine View	16
Brackley House	17
Springfield Ave	11
London Road	24
Alexandra Drive	20
St Martins	14
Mill Lane	13



HOMES

22	Mill Bank, October 2024
32	Shevington, October 2024
39	Aigburth, November 2024
15	Breck Road, December 2024

Total number of homes to date

293



108

Total number of homes due to complete this year

Putting the spotlight on our most ambitious project to date:

GROVE STREET



Imagine a bustling neighbourhood filled with vibrant and diverse homes, where families play in the park, and neighbours gather for barbecues. That's the vision behind the Grove Street development in Liverpool, our most ambitious project yet.

This development sees us building 304 high-quality homes for social rent, affordable rent, private rent, rent to buy and outright sale on behalf of The Regenda Group. Currently we're progressing with phase 1, consisting of 89 homes.

We're proud to say that we've hit the ground running, demolishing the old to make way for the new. We've faced some unexpected challenges along the way, but our team has shown incredible skill and determination in navigating them.

And now, as we see the steel frames of the first two blocks rise up, we can't help but feel excited for the future. **We're not just building homes; we're building a community.**

Follow us!

 @my_maintenance

 M&Y Maintenance and Construction

With a wide variety of housing options to choose from, we're committed to creating a neighbourhood that's inclusive and welcoming to all. From cosy one-bedroom apartments to spacious five-bedroom houses, we're catering to the needs of Liverpool's diverse population.

The Grove Street development is a statement of our commitment to sustainable, socially responsible development. We're building for the future, crafting a neighbourhood that will thrive for generations to come. If you're as excited about the future of Liverpool's housing landscape as we are, stay tuned for more updates on our Grove Street development.

We're building better futures, one brick at a time, and we can't wait to share our progress with you.





Empowering Sustainable Futures: OUR PARTNERSHIP WITH ECOGEE

Since Ecogee joined The Regenda Group in 2023, we've been collaborating on a fruitful partnership with our new sister company.

This partnership has been a significant stride toward enhancing energy efficiency within the housing and development sector, combining our construction expertise with Ecogee's specialised energy solutions.

Elevating Energy Efficiency

Over the year, Ecogee has continued to excel in implementing energy-efficient solutions for both existing homes and new builds, significantly contributing to the reduction of carbon emissions and combatting fuel poverty. Their expertise in fabric insulation, ventilation systems, and the installation of renewable technologies like air source heat pumps and solar panels has been invaluable.

Strengthening Commitments to Sustainability

Founded with the aim to respond to the government's energy efficiency initiatives, Ecogee has been pivotal in making sustainable solutions more accessible through grants and services. Their addition to The Regenda Group has empowered us to bolster our green initiatives, further aligning our projects with government net-zero targets.

A Year of Collaborative Success

The integration of Ecogee into our family has not only complemented M&Y's services but has also reinforced our shared commitment to sustainability. This collaboration has enabled us to enhance our offerings, delivering comprehensive energy-efficient improvements across our projects.



2023 REVIEW

Our Managing Director, Gill Kelly, reflected on the partnership's success:

"Welcoming Ecogee into The Regenda Group family has been a game-changer. Their expertise has significantly boosted our capacity to address energy efficiency, allowing us to deliver more comprehensive services to our clients. This partnership is a testament to our shared vision for a sustainable future."

Looking Ahead

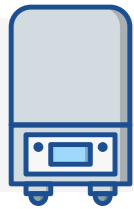
As we celebrate a year of shared achievements with Ecogee, we're excited about the future possibilities this partnership holds. Together, we're not just building homes; we're creating energy-efficient spaces that contribute to a greener, more sustainable world. Our collaboration is a prime example of how joining forces can amplify our impact, driving us closer to our goals of reducing fuel poverty and achieving net-zero emissions.

The journey with Ecogee has only just begun, and we look forward to continuing this partnership, advancing our mutual goals, and making an even greater impact on the communities we serve. Here's to many more years of shared success and innovation in pursuit of a more sustainable and energy-efficient future.



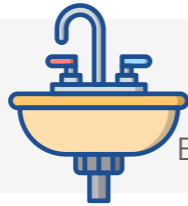
MAINTAINING HOMES & COMMUNITIES

2023 has been another busy year as we've continued to elevate the standard of living across the communities we serve. Our commitment to delivering large-scale investment works has improved the quality of homes for people in the North West and has also significantly contributed to enhancing energy efficiency for residents, ensuring that warmth and comfort are accessible without compromising on environmental sustainability.



We installed **240** new boilers.

We've made substantial progress with Rochdale Boroughwide Housing, installing 240 boilers as part of our extended contract. Our goal to install around 680 boilers over four years in Rochdale is well underway, demonstrating our commitment to enhancing home heating solutions.



155 Bathrooms | **175** Kitchens

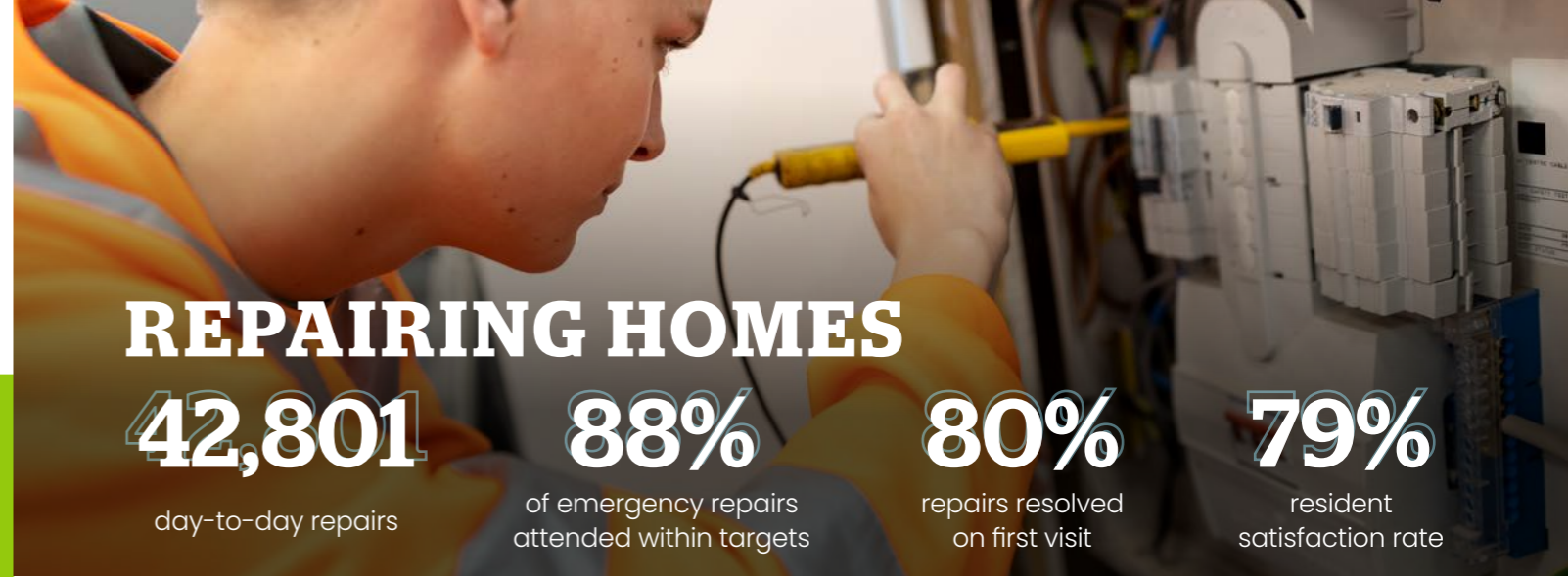
We've installed 155 bathrooms and 175 kitchens for Regenda Homes this year. This effort is part of our Planned Works Kitchen programme, which is set to continue delivering top-notch home improvements across the North West.



2023 marked the commencement of our tree maintenance services across Salix Homes neighbourhoods. Our arboriculture contract will see us grooming communities for the next three to four years and underscores our commitment to not just maintaining homes but also preserving the green spaces that surround them.

Our £136,000 contract with One Manchester...

Our £136,000 contract with One Manchester has seen us providing comprehensive grounds maintenance services across Greater Manchester. This initiative aligns with our broader goal of enhancing the aesthetic and environmental quality of community spaces.



REPAIRING HOMES

42,801
day-to-day repairs

88%
of emergency repairs attended within targets

80%
repairs resolved on first visit

79%
resident satisfaction rate

Over the past 45 years, we have established ourselves as a leader in home repairs, championed by our experienced and responsive maintenance team. This dedicated team has once again demonstrated their commitment to excellence with a customer-first approach throughout 2023.

This year, we've completed 42,801 day-to-day repairs, proving our team's dedication to upholding the highest standards of living for residents. In terms of emergency repairs, we've raised the bar by attending to an average of 1,000 emergency appointments per month. This consistent effort ensures that urgent issues are addressed around the clock, within four hours of reporting.

Our performance against targets has been impressive, with 88% of emergency repairs completed within the set goals, showcasing our efficiency and dedication to service excellence. We completed 94% of general repairs on time, thanks to our exceptional team's hard work and meticulous

planning. Our service accessibility also improved significantly, resulting in an 8% no-access rate for the year. This focus on planning and accessibility ensures prompt service delivery and reinforces our commitment to meeting residents' needs and maintaining high satisfaction levels.

Our first-time fix rate has held steady at 80%, a reflection of our team's expertise in resolving issues efficiently and reducing the need for return visits. This efficiency contributes significantly to our resident satisfaction rate, which stands at 79%.

As we look back on the year, we take pride in our accomplishments and the positive impact we've had on the communities we serve. Yet, we also acknowledge the importance of continuous improvement. Our goal for the coming year is not only to maintain our high standards but to surpass them, enhancing our response times, first-time fix rates, and overall tenant satisfaction.

KEEPING HOMES SAFE

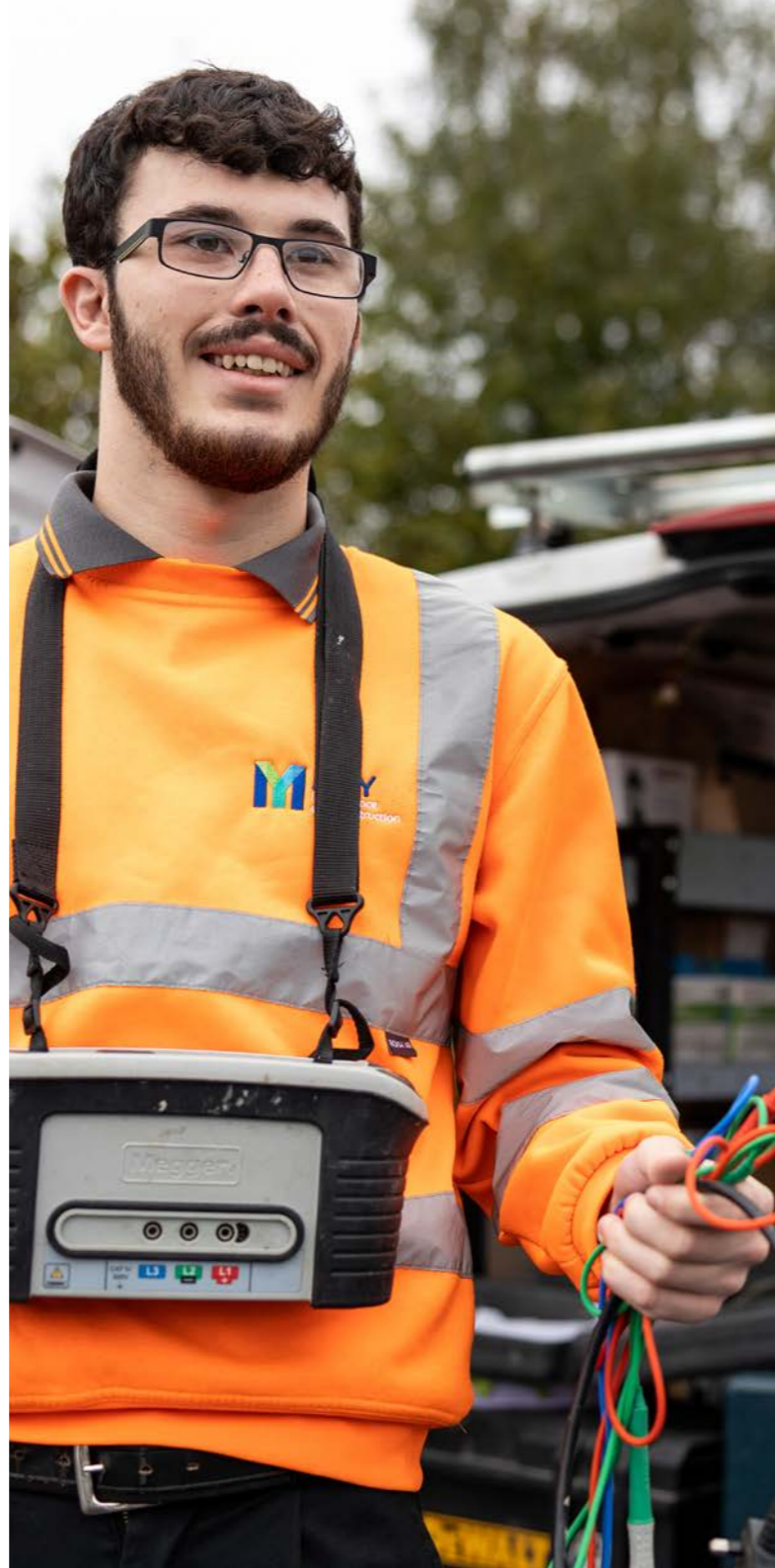
In 2023, we carried out...

9,680 gas safety checks

100% completed within target

Our commitment to resident safety remains at the forefront of our operations, with our skilled Gas Safety accredited team carrying out an impressive 9,680 gas safety checks across the North West. Upholding our promise of safety and compliance, we are proud to report that 100% of these checks were completed within our stringent targets, ensuring no residents were left unprotected and landlords remain compliant.

Leveraging the latest in mobile working technology, we continued to streamline our processes, providing full electronic LSGR certification immediately upon inspection completion. Adopting digital ways of working signifies our dedication to efficiency and adaptability while also guaranteeing instant compliance for our clients, eliminating any delay and reinforcing our commitment to keeping homes safe.



FRAMEWORK SUCCESS

We're making strides across three pivotal contracts, directly impacting the communities we serve with our dedication to quality.



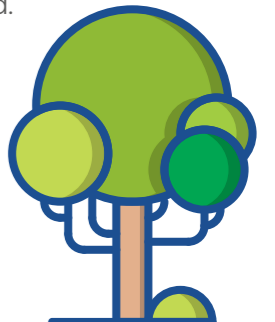
We won a significant four-year contract with Rochdale Borough Housing (RBH) we're set to install around 680 boilers over the next four years, enhancing the living conditions of homes across Rochdale. Our partnership with RBH doesn't stop there, we also support their void refurbishment works valued at £100k annually. We provide a similar boiler install programme for Regenda Homes, which sees us replacing close to 500 boilers across the North West each year.



Securing a £500,000 arboriculture contract with Salix Homes, we're tasked with comprehensive tree maintenance across Salford. Our efforts over the next three to four years will focus on tree pruning, felling, and ensuring the health and safety of local green spaces.



Our eight-month, £136,000 contract with One Manchester entrusts us with the beautification of their estates. From grass-cutting to hedge-trimming, we're enhancing outdoor spaces, making them more inviting for the community.



Leveraging Frameworks for Excellence

We're dedicated to seamless procurement, understanding its vital role in today's challenging project. Through various frameworks, we ensure procurement confidence, fostering strong, lasting supplier relationships for enhanced value, supporting your social and environmental goals, and reducing procurement time and costs. Our commitment to collaboration and strong relationships forms the cornerstone of our approach, ensuring every project's success.

Each contract not only showcases our dedication to community enhancement but also reinforces M&Y's strong financial position and the deep trust our key partners place in us. These partnerships, spanning from energy efficiency improvements to the stewardship of green spaces, highlight our capability to deliver significant projects that contribute to our growth and stability.

Frameworks you can find us on:

Rise Construction Framework – Safe Regeneration

A socially driven construction framework that collaborates with public-sector partners to transform lives through the power of social procurement to procure and deliver capital projects for NHS Foundation Trusts, Universities, Local Authorities, and Housing Associations.

Youth Investment Fund – Fusion 21

Maximise social value and benefits through a government funding scheme to create, expand and improve youth facilities.

Heating & Renewables – Fusion 21

Delivering a full range for the full provision of Heating, Renewables, and Electrical works for UK Public Sector organisations to access – including the provision of heating related renewable technologies.

Grounds Maintenance – Fusion 21

Offering a comprehensive range of services from grass and hedge cutting, weed control and arboricultural work to sports pitch maintenance, gritting and street furniture maintenance, this framework will support improvement and maintenance works for outdoor spaces of any scale across the UK.

Cutting Edge Framework

Cutting Edge is a residential framework provider serving the north of England and the midlands for twelve years in various guises.

Innovation Chain North – Great Places Housing Group

This framework has been designed to support the delivery of new homes and associated social infrastructure across the North of England.

Planned Maintenance and Property Reinvestment Framework – Procurement for Housing

Following PfH member feedback, this flexible solution has been designed to offer a substantial range of services and products to better enable social landlords to fully service their tenants.



More than
85%
of business in our
supply chain are SME's

Championing SME Partnerships: OUR COMMITMENT TO SUPPORTING GROWTH

In our journey to create lasting communities, we place immense value on the partnerships we've forged with small and medium-sized enterprises (SMEs). We believe in the power of local collaboration, recognising that SMEs bring unparalleled innovation, agility, and community-focused expertise to our projects. By integrating these businesses closely into our supply chain, we not only enhance our project outcomes but also contribute significantly to the vitality of the local economy.

Our engagement with SMEs goes beyond transactions; it's about building a shared vision for sustainable community development. These collaborations allow us to keep economic benefits within the communities we serve, supporting job creation and fostering local talent. Moreover, working with SMEs helps us minimise our environmental impact through shorter, more efficient supply chains.

Over 170 suppliers have already joined our Dynamic Purchasing System, which helps us share details of our upcoming contracts for suppliers and sub-contractors to bid for. This allows us to build relationships that maximise stability and set high environmental and social value standards in line with our organisational values.





KEEPING OUR PEOPLE SAFE

Our dedication to maintaining the highest standards of health and safety remains unwavering. Throughout 2023, we continued to optimise our processes, software, and staff training, ensuring that best practices are not just followed but also evolved.

Our commitment is reflected in our rigorous approach to staff training and communication, with annual safeguarding training and bi-monthly toolbox talks to address project risks and share best practices.

In the past year, we have achieved significant milestones in our health and safety efforts:

70 Health surveillance checks, including onsite visits to assess potential health impacts from various activities, emphasising the importance of hand-arm vibration and auditory health for our staff.

37 Toolbox Talks were conducted, focusing on managing project risks and promoting safety best practices across our sites.

22 Various health and safety training sessions were delivered, covering essential areas such as:

- Site Manager/Site Supervisor,
- Safety Training Scheme (SMSTS/SSSTS),
- Cat and Genny training,
- Scaffold Inspection,
- Excavations,
- Banksman,
- Temporary Work,
- Environmental Training.

Our commitment to excellence in health and safety, quality, and environmental stewardship has been recognized through our retention of ISO standards in Health and Safety (ISO45001), Quality (ISO 9001), and the Environment (ISO 14001), all achieved with zero non-conformances.

Creating a culture of openness and vigilance, we've made reporting near misses and safeguarding concerns straightforward and accessible. **By empowering our staff with the knowledge and confidence to use our reporting systems effectively,** we gather valuable information that drives our continuous improvement in safety practices.

Our proactive approach extends to internal inspections of all our sites and planned workstreams. In 2023, **we completed 132 inspections on construction sites and 137 for our planned works,** identifying and implementing measures to enhance our health and safety protocols.

Pioneering in our support for mental well-being, we continued our partnership with the mental health charity 'Chasing the Stigma,' providing essential training and access to the 'Hub of Hope' app for confidential support. Our staff have affirmed their confidence in our commitment to mental health support, with trained mental health first aiders within our teams, **we stand firm in our resolve to ensure the wellbeing of our people.**

In 2023, our Spot Awards celebrated the heart of our company culture, recognising colleagues who embody our core values. This peer-to-peer recognition highlights the exceptional contributions across our team.

High Performance

38 colleagues were applauded for their outstanding dedication and excellence in their work, demonstrating how they push boundaries to achieve remarkable results.

One Team

29 individuals were recognised for their collaborative spirit, showing the power of unity in reaching our collective goals.

Customer Centricity

15 team members were honoured for going above and beyond in serving our customers, ensuring their needs are not just met but exceeded.

These awards are a token of appreciation for those who lead by example, showcasing 'High Performance,' 'One Team,' and 'Customer Centricity.' It's a testament to our vibrant company culture and the exceptional individuals who drive our success.

To all the Spot Award recipients, your dedication is what makes M&Y shine. Thank you for your outstanding contributions and for inspiring us all to strive for excellence in everything we do.





IN 2023, WE GENERATED £1,493,629 IN SOCIAL VALUE

Our commitment to delivering tangible social value remains at the core of our mission, reflecting the essence of why we do what we do.

In 2023, we're proud to have generated £1,493,626 in social value, impacting lives and communities through various initiatives and actions that resonate with our company values:



• We welcomed 4 new apprentices into our team, continuing our commitment to nurturing future talent and providing meaningful career pathways in the construction and maintenance sectors.

• With 12 career carousels attended, we've opened the doors for young people to explore the vast opportunities within our industry, supported by 218 staff hours volunteered to make these events insightful and engaging.

• Our team dedicated 180 hours volunteering on community projects, going beyond their day-to-day responsibilities to contribute to valuable initiatives that enhance the lives of those around us.

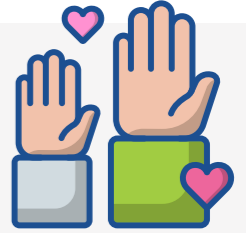
• We facilitated 3 work placements and funded 5 Positive Footprints Programmes, laying down stepping stones for children to build their confidence, skills, and prospects for a brighter future.

• In collaboration with Ecogee, we continued our support for The Brick, donating 3 air fryers along with warm clothing to those in need. Additionally, our staff generously contributed £600 worth of gifts for Centre 56's Christmas Present Appeal.

Our Environmental, Social and Governance strategy is split into four focuses

People

We're creating sustainable and diverse job opportunities, fostering a workplace where individuals are resilient, developed, and feel valued.



Place

Our efforts extend to building and maintaining high-quality homes, supporting charities, and raising awareness about careers in our industry.

Procurement

By choosing local and sustainable products and supporting SMEs, we're ensuring our procurement practices contribute positively to the communities we work in.



Planet

Our environmental commitment is unwavering, as we continuously work to reduce our waste to landfill, CO2 emissions, water, and energy usage, encouraging our suppliers to align with our vision.

We encourage suppliers to consider how they can support our social and environmental vision during procurement and resonate our commitment at our Meet the Buyer events.

Empowering the future through the PLACED Partnership Academy

In an inspiring move that reflects our core values, we've partnered with PLACED to launch an innovative employability program aimed at engaging young minds from Wirral and Liverpool in the realms of construction and community development. This initiative demonstrates our commitment to going beyond building homes but also nurturing and empowerment of the next generation.

We've funded the PLACED Partnership Academy to provide a beacon of opportunity for young people aged 14 to 18, providing them a window into the diverse careers available within the construction and maintenance industry. By drawing on the distinct characteristics of their localities, **this program aims to deepen their understanding of community needs** and inspire them to contribute creatively to the surroundings they could call home in years to come.

At the core of our projects, like those at Grove Street, Liverpool, and New Ferry, Wirral, is a commitment to delivering social value that goes beyond the physical construction of buildings. By focusing on engaging local young people, we're opening up avenues for them to gain essential skills, access industry insights through site visits, and even **secure work placements that could pave the way for their future careers.**

Our collaboration with PLACED enriches this initiative further by offering a comprehensive program that includes a ten-day holiday workshop including design sessions, and a culminating project. More than fostering creativity and critical thinking, it's about instilling self-confidence, civic pride, and a strengthened sense of community among participants.

Integral to this program's success is the involvement of architectural experts from John McCall Architects and ShedKM, who lend their mentorship, guiding participants through the nuances of architectural design and the construction process.



This unique aspect of the program not only offers practical industry insights but also underscores the importance of professional support in nurturing emerging talent.

This partnership is a testament to our belief in the potential of young people and our unwavering commitment to the communities we serve. Chris Mellor, our Construction Director, captures the essence of our mission:

"We're not just building homes; we're committed to building futures."

Through our partnership with PLACED and supported by The Regenda Group, we're providing a platform for young people from Wirral and Liverpool to explore and engage in construction and maintenance careers actively, empowering them to make a significant impact on their communities.

As we move forward through 2024, this program will stand as a shining example of how **we go 'above and beyond' in our efforts to listen to, support, and uplift the communities that we are a part of.** It's a clear indicator of our dedication to doing the right thing - nurturing future talents and ensuring that the legacy of our projects extends far beyond the physical structures we create.





PLEDGES FOR 2024


We are passionate about achieving our goals for the future and making a positive impact in the world. Our vision is to expand our services and reach within the construction and maintenance sectors, while continuing to build a values-driven workforce that supports environmental sustainability and generates social value.

We are committed to advancing our initiatives to enhance energy efficiency, maintain the highest standards of health and safety while engaging in community projects that contribute to the local economy and ensure customers are always at the heart of everything we do.

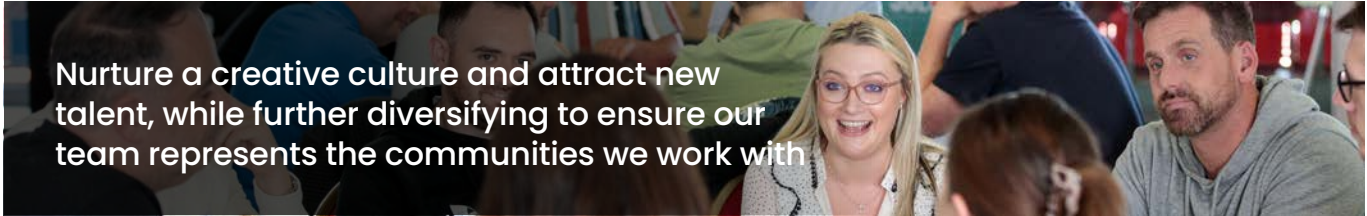


We can create a brighter future for all.


IN 2024, WE WILL...



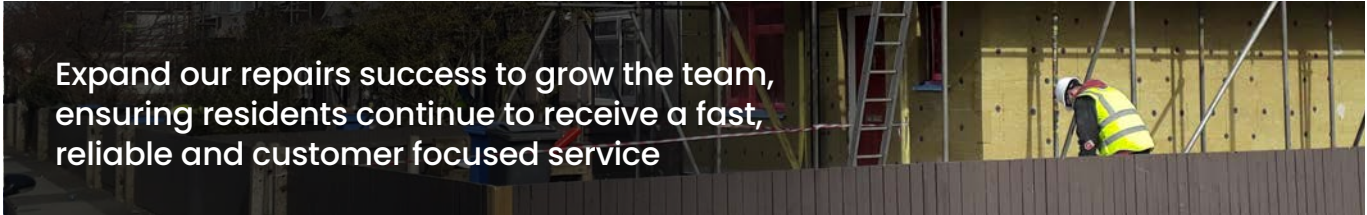
Improve our head office space to facilitate growth and collaboration




Nurture a creative culture and attract new talent, while further diversifying to ensure our team represents the communities we work with



Promote and create training, jobs and opportunities within repairs, construction and green renewables



Expand our repairs success to grow the team, ensuring residents continue to receive a fast, reliable and customer focused service



Proudly celebrate the construction of our 300th and 400th home



M&Y Maintenance and Construction

Bold Business Centre, Bold Lane,
St. Helens, Merseyside, WA9 4TX.

E newbusiness@my-maintenance.co.uk

T 0151 703 3396

W my-maintenance.co.uk

