



M&Y
Maintenance
and Construction

2022 Review



**BUILDING AND MAINTAINING
HOMES SINCE 1980**

JAN 2023

2022 highlights

2022 REVIEW / JAN 2023

58 homes
handed over

**External Wall
Insulation fitted
to 117 homes**



work
started on

**69 new
homes**



**£750k of heating
installations**

and boiler upgrades for Rochdale
Boroughwide Housing

**30,641 kg
of CO2 saved**

by 11 electric vehicles
introduced to the fleet



**We built the 300th
home for WVHT***

as part of an 11 unit development in Cheshire
(*Weaver Vale Housing Trust)



**£3.1m in social value
delivered**

positively impacting 1,087 people living
and working in the communities we
serve.



**Appointed to
5 new frameworks**

including RISE Construction and Fusion21 reactive
repairs and groundworks



Award winners

SME of the Year Award, Best Companies, Investors In People



We visited seven schools to
talk about careers in repairs,
construction and maintenance

Plus...

We funded the delivery of Positive Footprints Raising Aspirations Programme to three schools, building resilience, broadening aspirations and opening up the world of work in communities where we operate



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WE'RE WORKING WITH LOTS OF CLIENTS ACROSS THE NORTH WEST
ON EXCITING NEW PROJECTS, INCLUDING:





MANAGING DIRECTOR'S UPDATE



“In 2022, M&Y not only survived, we thrived”

Gill Kelly
Managing Director
M&Y Maintenance and Construction

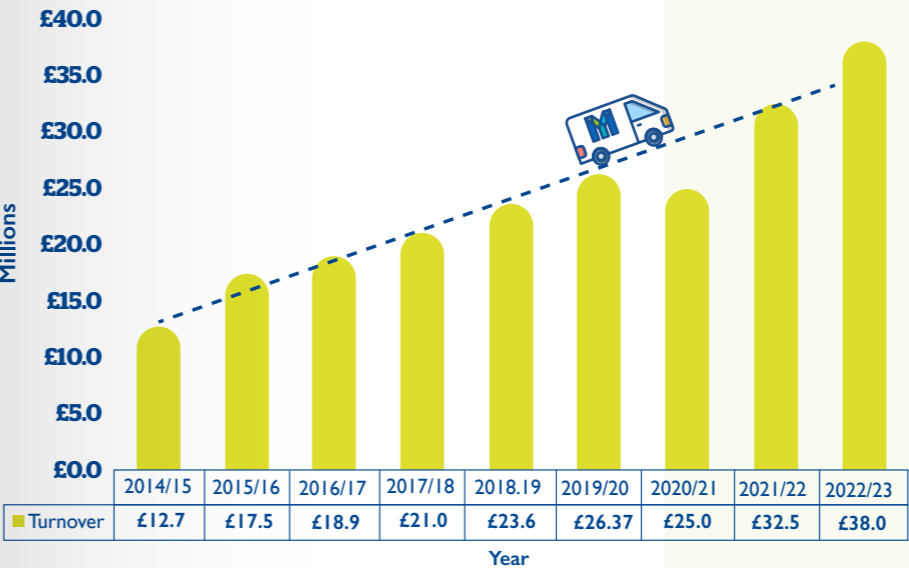
I have always believed that to recognise a great organisation, you need to experience working with them when times are tough. It is easy to thrive in strong economic times and when everything is going to plan, but less so when faced with the ‘perfect storm’ of economic challenges our industry has faced over the last 12 months.

The last three years have been pretty challenging for M&Y as a business, and for the M&Y team. We experienced two consecutive years of Covid 19 challenges, and then went straight into a cost-of-living crisis, bringing economic uncertainty and a consequential recession.

Yet despite all of this, we achieved some of our strongest performance to date in growth and diversification, which was delivered with a focused, courageous and resilient management team. It’s fair to say M&Y not only survived, we actually thrived!

M&Y’s purpose has always been clear, we exist to regenerate places, and part of this is to generate profit for purpose, and to create happy and sustainable jobs for local people. This clarity of purpose, and the strength of our teamwork approach, ensured we minimised the financial impact of the economic climate we faced in 2022, by simply delivering more for less.

CONTINUED OVERLEAF



M&Y's increasing turnover



Our managers took on more responsibility, and operatives retrained to deliver different services. We brought in new work streams and contracts and delivered them with the same management structure. In addition to this, we continued to drive value and savings in all areas of our procurement.

M&Y have worked closely with our clients and supply chain to deliver collaboratively not contractually. We also encouraged our people to be creative with their methods of delivery and ways to increase profitability and productivity. We innovated to minimise the impact.

This year will be built on the solid foundations of previous years. We have new systems coming in and different work streams in the pipeline. We have developed and promoted new managers who will enhance our strategic capacity and are ready to deliver brave and significant projects. We did not come this far to only come this far.

GILL KELLY

Managing Director,
M&Y Maintenance and Construction



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.





BUILDING NEW HOMES

M&Y completed four developments last year, bringing 58 new homes to the North West, including:

17 two, three and four bedroom houses in Goose Green, Wigan

11 two and three bedroom houses in Helsby, Cheshire

24 studio, one and two bedroom apartments in central Liverpool

6 one bedroom apartments in Anfield, Liverpool

We started work on three new sites, which will see 69 new homes (and a church!) being built this year and into 2024, including:

13 bungalows and houses in Cheshire

22 houses and apartments in West Derby, Liverpool

14 houses, apartments and a church in Preston, Lancashire

20 apartments in Aigburth, Liverpool

In 2023, we'll begin work on a number of exciting new projects, including Grove Street, Phase I worth circa £20m, commencing with the demolition of existing inefficient properties and then we will begin the construction of beautiful new homes.

We will also start work on a further two developments where the previous contractors have sadly gone into administration. M&Y have previously completed schemes in similar circumstances and are therefore experienced to work with Regenda to deliver the completion of quality homes in a cost-effective way.

These schemes are:

39 one and two bedroom apartments in Aigburth, Liverpool

15 three bedroom houses in Wallasey, Wirral

32 one and two bedroom apartments in Shevington, Wigan

89 one and two bedroom apartments in Grove Street, Liverpool





THE DRAPERY, FABRIC DISTRICT, LIVERPOOL

M&Y completely refurbished this building on London Road, Liverpool, bringing 24 studio, one- and two-bedroom apartments to the area.

As part of this £2.2 million development, we completed major structural repairs to the building, including a full strip out back to brick, full new mechanical and electrical installation, and the fitting of new life safety systems including smoke shafts and fire safety warning systems in the commercial units below.

We installed fibre optic broadband infrastructure, LED lighting and electric heating throughout, while maintaining the historic features of the building, retaining the original arched window frames in several apartments and gas-look lamps outside each property.

This project required careful management to ensure we overcame the challenge of working in the city centre, on a very busy main road. With no compound area for material storage, this meant that all materials had to be delivered at the right time and waste had to be removed daily.

“We enjoyed working with our partners M&Y Maintenance and Construction on Redwing’s latest development, The Drapery. M&Y renovated a 200-year-old building to create a new development of contemporary and energy efficient apartments finished to an excellent standard. The high quality of these homes was evident in the 90% off-plan reservation rate we achieved and positive reviews received by residents at move in day. We look forward to working with M&Y on our future developments and together bring more high-quality sustainable homes to the letting and sales markets.”

Michelle Brooks ,
Director of Operations, Redwing

“We look forward to working with M&Y on our future developments and together bring more high-quality sustainable homes to the letting and sales markets.”

ST MARTINS, PRESTON

This £2.8m scheme, led by The Regenda Group, will include five three-bedroom houses, and nine two-bedroom apartments in a two-storey block, built on the site of the former St. Martins Parish centre. The plans, developed by working closely with the community, also include a new chapel and hall for Broughton Parish at the heart of the scheme.

Designed by architects Paddock Johnson Partnership, and structural and civil engineers Alan Johnson Partnership, the homes will be built to high environmental standards.

The houses will be fitted with air source heat pumps, while the apartments will benefit from MVHR units and KERS indoor heat pumps, which convert waste heat from within the homes into low cost, renewable hot water.

There will also be electric vehicle charging points throughout.

The homes will be available for rent-to-buy in summer 2023, providing a fantastic opportunity for first time buyers to purchase a high quality home, designed for the future.



MAINTAINING HOMES

2022 was a busy year for M&Y, as we continued to deliver large scale investment works, bringing properties up to decent home standards and carrying out energy efficiency works to ensure homes are warm without costing the earth.

We continued our multi-million pound project in Fleetwood, installing External Wall Insulation (EWI) to 117 homes in 2022. We have built a fantastic relationship with the local community, receiving many compliments about the work and how it has improved the look of the area.

In addition to EWI works, we also continued our delivery of reactive mechanical installation works for Rochdale Boroughwide Housing and have currently completed around £750,000 of heating installations and boiler upgrades.

We carried out extensive property improvements in 2022, including the installation of kitchens and bathrooms, fitting new windows and doors and the installation of new heating systems. This will continue into 2023, when we will complete £4m worth of new kitchen and bathroom installations for Regenda Homes, fitting 380 kitchens and 380 bathrooms to properties across the North West.



In 2022, we delivered

£750,000
of heating and boiler
upgrades

In 2023, we will complete a

£4m
investment programme

Including installation of

760
new kitchens
and bathrooms



CASE STUDY

FLEETWOOD

In 2018 we began a £25m project to install External Wall Insulation to 600 homes over 5 years.

As part of this project, we removed existing cavity wall insulation and fitted EWI to homes, replaced roofs and installed new windows and doors, completely transforming whole neighbourhoods and helping residents save money on energy bills.

“M&Y have delivered excellent work to our Regenda Homes properties in Fleetwood. By supporting our programme to improve the energy efficiency ratings of these homes, they have helped bring energy bills down by £207 on average annually for residents, as well as greatly improving the aesthetic of the area. M&Y built fantastic relationships within the community, working to make the intrusive works easier for our residents.”

Alex Andani

Executive Director of Property Asset Management
The Regenda Group

“...they have helped bring energy bills down by £207 on average annually for residents”



CASE STUDY

MARITIME & CHURCHWOOD

Towards the end of 2022, we completed an External Wall Insulation (EWI) project at Maritime and Churchwood Court in Upton, Wirral for Regenda Homes. The works have helped them improve the energy efficiency, and appearance of the homes, which are now easier for residents to keep warm for less.

We completed extensive work to the three, six storey apartment blocks, extracting existing cavity insulation, replacing roofs, and installing internal DPC and ventilation. To the exterior we applied EWI using Alsecco Ecomin 300 and Ecomin 400 systems, following their recommendations closely to include below DPC works preventing cold bridging.

Finally, we carried out internal decoration works including replastering. Now these homes are much improved, both inside and out!



REPAIRING HOMES

M&Y have been repairing homes for over 45 years. The responsive maintenance team are high performing, established and put customers at the centre of their delivery model. The majority of this delivery team have been employed at M&Y for many years and know the customers we serve and understand the properties we maintain.

In 2022, we carried out 34,506 day-to-day repairs, with an average of 850 emergency repairs attended to every month. Emergency repairs are carried out 24 hours a day, 365 days a year within 4 hours of being reported. Last year, we attended 90% of emergency repairs within target.

84% of repairs were resolved during the first visit and 80% of residents were satisfied with our repairs service. We intend to continue to improve this figure, striving to give our residents the best possible service.

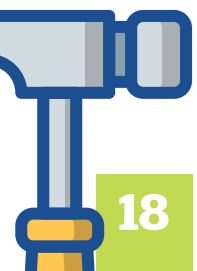


34,506
day-to-day repairs

90%
of emergency repairs
attended within target
in 2022

84%
repairs resolved on first visit

80%
resident satisfaction
with repairs service



KEEPING HOMES SAFE

In 2022, we carried out

9,672
gas safety checks

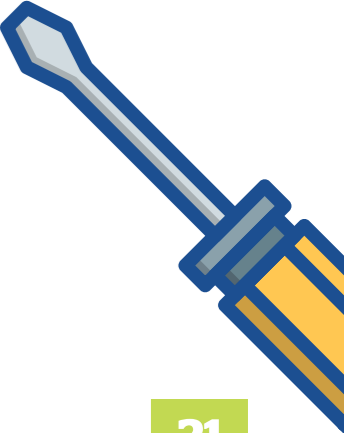
100%
completed within target

We continued to keep residents safe in 2022, carrying 9,672 gas safety checks over 12 months. Of these, 100% were completed within target.

We use mobile working technology and produce full electronic CPI2 certification, meaning clients receive gas certificates as soon as the inspection is complete. There is no delay, ensuring instant compliance.

“M&Y deliver reliable and efficient gas safety services for our properties across the North West, helping us meet our compliance needs. They are courteous to our residents and consistently go above and beyond to ensure great customer service is delivered.”

Anna Marsh,
Compliance Servicing Manager, Regenda Homes



IMPROVING FIRE SAFETY AT CABLE YARD

We completed an extensive fire safety project on two five storey apartment blocks in Liverpool City Centre in 2022.

Completed for Redwing, works included improvements to the façade, roof, courtyard decking and balconies. The original timber cladding on both blocks was removed and replaced with new rendering. Remedial render coatings were also applied to the gable elevations to extend the life of the material.

Decking on the courtyard, balconies and roof top garden terrace was removed and replaced with a mix of paving slabs and aluminium decking, further reducing fire risks and improving slip resistance. One roof was completely replaced, improving the thermal efficiency of the building, with new edge protection also installed. Together, these improvements should last for a minimum of 15-20 years with correct maintenance

“Improvements to Cable Yard will lead to higher standards of fire safety throughout. We’re especially pleased with the work delivered by M&Y which is to an excellent standard.”

Alex Andani,
Executive Director of Property Asset Management
The Regenda Group

BRINGING EMPTY HOMES BACK INTO USE

In 2022, we complete an average of 1,200 void properties every year.

We understand the importance of refurbishing empty properties quickly, and to a high standard for housing providers, reducing rent loss and providing high quality homes for residents. We have a highly skilled team of operatives and managers with a wealth of experience of delivering both major and minor void works.

We are able to offer an all-encompassing service, from removing items left by the previous tenants to completing all repairs to bring homes to a lettable standard.

In 2022 our average turnaround times for a void property was 9 days, 3 days faster than our target of 12 days.

“M&Y consistently deliver high quality works and we’re thrilled to be working with their team. They successfully turn around our void properties quickly and efficiently, so are a company we can rely on to maintain our standards and act as a positive extension of HMS.”

Paul Worthington
HMS Managing Director

“M&Y consistently deliver high quality works...”

Up to 1,200
void properties completed every year



KEEPING OUR PEOPLE SAFE

In the last 12 months, we have delivered

98
health surveillance checks

23
Toolbox Talks

47
different types of
health and safety training

M&Y is committed to ensuring best practice is engaged with and developed throughout our business, optimising our processes, software and staff training to drive continuous improvement.

We ensure best practice is embedded in all our staff training and communications, providing annual safeguarding training, and highlighting project risks at twice monthly toolbox talks.

In the last 12 months we have delivered:

- 98 health surveillance checks - onsite visits to help us keep our staff safe by assessing a broad range of activities that could affect their health, such as hand-arm vibration and auditory checks.
- 23 Toolbox Talks, managing project risks, and highlighting best practice.
- 47 different types of health and safety training including new Site Manager/Site Supervisor Safety Training Scheme (SMSTS/SSSTS), Cat and Genny training, Scaffold Inspection, Excavations, Banksman, Temporary Work and Environmental Training.

M&Y have recently been recertified to ISO standards in Health and Safety (ISO45001), Quality (ISO 9001) and the Environment (ISO 14001). All of this was achieved with zero non-conformances.

Image: Health and Safety team demonstrating a hand-arm vibration monitor



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Our culture encourages reporting. We have ensured that our processes for reporting near misses and raising a safeguarding concern are as simple as possible and our staff are trained to a level where they feel confident using our systems.

The more information we have, the more we can improve future safety!

We also internally inspect all our sites and our planned workstreams. In 2022, we completed 70 inspections on construction sites and 160 to our planned works, leading to actions to improve health and safety for our teams.

M&Y were one of the first construction and maintenance businesses to partner with mental health charity 'Chasing the Stigma,' providing training for all employees and access to confidential support whenever needed via the 'Hub of Hope' app, installed on all work devices.

We're proud that 96% of staff feel we're committed to supporting their mental health and we now have 30 mental health first aiders in our business.



96%
of our staff feel we're
committed to supporting
mental health

DOING THE RIGHT THING

Delivering tangible social value is the ‘why’ for M&Y, the prize for profit generated from commercial activity.

In 2022, we generated £3.1m of social value, positively impacting 1,396 people.

We are committed to delivering social value initiatives and leaving long-lasting positive impacts for every contract undertaken, striving to generate social value equal to 10% of our annual turnover.

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

People – developing sustainable and diverse jobs for people, where they enjoy coming to work, are resilient, developed and feel supported.

Place – building, repairing, and maintaining high quality new homes. Supporting charities and helping to educate people on careers in construction and maintenance

Procurement – procuring local and sustainable products, ensuring we pay on time and support SMEs to prosper

Planet – considering environmental benefits by ensuring we measure and continually decrease our waste to landfill, use of CO₂, water and energy.

We encourage suppliers to consider how they can support our social and environmental vision during procurement and communicate this message at our Meet the Buyer events. Some examples of social value collaborations with our supply chain are outlined in the following pages.

In 2022, we generated:

£3,100,000
of social value

positively impacting

1,396
people

Image: M&Y team supporting the build of Petrus' RHS Tatton Park Flower Show entry.

SUPPORTING THE WORKWEAR WORKSHOP

In March 2022, we teamed up with SMI group to donate to Rochdale Boroughwide Housing's Workwear Workshop.

The Workwear Workshop gives people with a job interview support to 'get the clothes, get the confidence, and get the job,' by providing formal clothes and PPE they need to make the right first impression.

We also donated a further £500 to the programme, to be used to as needed to support service users.

“Without valuable donations from companies like M&Y, it would not be possible to sustain our business model because of such a high demand”

Kauser Tufail
Community Investment Advisor at RBH



Further £500 donated
to the programme to support service users



CASE STUDY

SUPPORTING CENTRE 56 AT CHRISTMAS

Centre 56 is a nursery with a difference, providing childcare and support for families who have fled domestic abuse.

We are proud to have supported their gift tag campaign, which aimed to buy presents, pyjamas and a Christmas meal for the families they support.

Together with support from the community, 69 gift bags were donated which meant we were able to give every child six presents, two pairs of pyjamas and three selection boxes! Each family was also given a festive food hamper, and a meat voucher to make sure they had a lovely Christmas feast.

“From the bottom of my heart I can’t thank you all enough, everyone is feeling the pinch this year and the generosity just blew me away!”

Paula Graves
Children’s Support Manager

69
gift bags donated

Which meant each child received

6 presents

2 pairs of pyjamas

3 selection boxes



FRAMEWORKS

We believe that collaboration and strong relationships are key to the success of any project, which is why we work with a number of frameworks across the North West, so that you can procure our services with confidence.

In 2022 we secured our place on five new frameworks, including:

Rise Construction Framework

Fusion21 - Repairs and empty buildings

Fusion21 - Grounds Maintenance

En:Procure Energy Efficiency DPS

Fusion21 - Youth Investment Framework.

We now sit on 19 frameworks in total, speaking to the quality of the work that we can deliver. These can be viewed on our website [here](#).



WORKING WITH SME'S AND LOCAL BUSINESSES

Over 85% of the businesses in our supply chain are SMEs, and we are committed to procuring local and sustainable products, ensuring we pay on time and supporting local businesses to prosper.

We use a Dynamic Purchasing System (DPS) to share details of our upcoming contracts for suppliers and sub-contractors to bid for. It allows us to better understand our supply chain, so that we can support SMEs and work with like-minded businesses.

Over 120 suppliers have already joined, allowing us to build relationships that maximise stability and set high environmental and social value standards in line with our organisational values.

Register [here](#).

Over 85% of businesses in our supply chain are SMEs



“WE DIDN’T COME THIS FAR TO ONLY COME THIS FAR...”



2022 was a hugely successful year for M&Y, but in 2023 we are set to raise the bar again!

Our courage and drive has resulted in some significant projects commencing in 2023, and we are really excited to commence building and refurbishing a number of prestigious schemes and developments, which will bring real regeneration to local communities.

We have many exciting developments on the horizon, which will see us bring 47 new homes to the North West this year, and start work on a further 175 properties.

Work will begin on our largest development to date at Grove Street, Liverpool (circa £20m), where we'll demolish existing units and build modern, affordable apartments over a number of phases.

Work will also begin on the construction of a £7.9 million, 32-unit extra care housing scheme, in a contract awarded by Wigan Council.

We'll complete our 5-year External Wall Insulation project in Fleetwood and will move onto internal works, which will include the installation of 760 kitchens and bathrooms.

Our growing repairs and maintenance service will continue to deliver high quality services and safe and healthy homes that feel good to live in.

We'll continue to deliver the highest standards of gas safety and electrical checks for our clients, ensuring compliance and tenant safety.

We'll deliver these services in a greener way, continuing with our fleet transformation which will see 25% of our fleet made up of electric vehicles by the end of 2023.

Our people will continue to be at the heart of our business, with our Health and Safety team continuing to drive best practice and explore the latest innovations to keep our operatives safe on the job.

We'll continue to encourage personal development, to ensure staff feel fulfilled in their roles and happy to come to work.

In 2023 we will

Complete
47 new homes
across the North West this year

Start work on a further
175 properties

760
new kitchen and
bathroom installs

Make 25%
of our vehicle fleet electric

No matter how challenging the year may become, we will remain committed to our social value promises, creating long lasting positive impacts within the communities we serve, procuring sustainably and locally, protecting the planet and creating opportunities for the next generation of construction and maintenance professionals to grow with us.

We're excited see these projects take shape over the next 12 months and look forward to working with you along the way.



Image: CGI of Grove Street, Liverpool

We'd love to chat about your upcoming projects.

Drop us a line and we'll put the kettle on!

M&Y Maintenance and Construction

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