



bpha Materials Supply

Supporting the operation of an in-house repairs and maintenance team with a 'one-stop shop' solution

Framework: Materials Supply and Managed Services

Client: bpha

Supplier: Travis Perkins Managed Services

Client: bpha, which was founded in 1990, manages just over 20,000 homes across the East of England, including Bedford, Cambridge and Oxford.

Project Overview:

Having previously outsourced its repairs and maintenance service to a social housing contractor, bpha opted to bring the service in-house in 2022, creating the bpha In House Maintenance Service.

The new organisation needed to procure a supply chain partner to support the materials requirements of the new repairs and maintenance operation.

The chosen supplier needed to meet the following requirements:

- Geographical coverage of the East of England
- Van stock management
- Flexibility of products and product alternatives
- Controlled spending
- Central ordering, monitored from beginning to end

Bedford was selected as the primary branch for the contract, as its location is central to the majority of bpha's housing stock but its 160 operatives also have access to Travis Perkins' (TP) extensive branch network, including Luton, Peterborough, Huntingdon, and Northampton, enabling coverage across all of bpha's stock.

The multi-branch solution enables operatives to easily and quickly order or collect the materials they need from any location, minimising downtime and increasing their productivity.

The branch maintains a core range of 98%, meeting the customer's KPI requirements, and providing access to the supply of Benchmarx Kitchens, as well as specials and van stocks for the delivery of planned and voids works.

Solution

bpha appointed Travis Perkins Managed Services, via Direct Award, through generation two of the Materials Supply and Managed Services framework, managed by Pretium Frameworks.

Travis Perkins Managed Services is the sole supplier, supporting the operation of the in-house repairs and maintenance team with a 'one-stop shop' solution from its Bedford branch.



Contract Mobilisation

TP's bespoke mobilisation plan for bpha ensured a smooth transition and minimal disruption to its operations, outlining timescales, resource allocation, and key actions to undertake during the mobilisation phase.

In March 2022, TP started the mobilisation of the first phase to support the materials requirements for bpha's repairs and maintenance operation (excluding voids), integrating with the housing provider's existing IT system Total Mobile, to fulfil its requirements for van stock replenishments.

Successful delivery of the first phase led to TP being appointed for phase two in April 2024, covering the supply of kitchens and materials for void works.

Ongoing Delivery

TP Bedford branch stocks the core range of materials required for van stocks, repairs, and void works. Van stocks are either collected from the Bedford branch or delivered to an agreed property where planned or void work is taking place. If TP has van stocks for an operative within a similar locality of the property, they will deliver these at the same time to reduce operative downtime.

TP works with bpha to accept electronic van stock replenishment orders, as well as ad-hoc delivery orders. Bespoke Trade Authorisation Cards (TACs) are supplied for ad-hoc purchases, offering bpha another layer of control over orders and flexibility when working with multiple operatives.



Other benefits for bpha include:

- Control of operatives' spending
- Monitoring spending patterns and behaviours
- Products purchased with ease
- Little administration
- Setting individual limits for specific operatives through the TP Group Portal
- As the TACs are linked to the bpha's credit account, the same contract pricing agreement is applicable across TP's network of branches, ensuring their prices stay consistent.

A dedicated Account Management Team from TP are responsible for overseeing the successful management of the contract and they conduct regular review meetings with bpha to ensure targets are being met.

During these meetings bpha is presented with detailed spend analysis and recommendations to achieve efficiencies.

TP has exceeded goals set at the start of the contract and continues to deliver operational efficiencies for bpha, including plans to introduce TPgo Order, an app which offers customers the ability to check stock availability, track their orders in real-time, receive collection and delivery updates, and request core, non-core and specials.

Materials Supply and Managed Services Framework

These works were procured through generation two of the Materials Supply and Managed Services framework, which is now in its third generation, and provides a compliant solution for accessing a wide range of materials, and managing supply and delivery.



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