



# Travis Perkins Managed Services

An introduction







Creating  
efficiencies,  
delivering  
results





# About us

**We are a leading UK provider of supply chain and procurement solutions to the repairs and maintenance sector delivering efficiency through quality at an affordable price.**

Established by Travis Perkins in 2004, Travis Perkins Managed Services (TPMS), was developed to support the renewal and regeneration of the UK's social housing stock.

TPMS quickly grew to be the largest specialist team dedicated to the repairs and maintenance industry. With the right resources and experience in place, we developed our offer to meet the needs and priorities of registered social landlords (RSLs) across the country.

**We are now the sole provider of materials and services to over one million tenanted social housing properties across the UK.**





## Our value

**Registered social landlords are responsible for maintaining safe, secure, and high-quality homes for their tenants. Financial and regulatory pressures have driven RSLs to seek efficiencies without undermining the quality of service they provide.**

Operating an in-house repairs and maintenance service can provide greater control but inefficiencies can arise in purchasing, stock control, distribution and administration, compromising the ability of an RSL to deliver a quality service at an affordable price.

TPMS work in partnership with RSLs' in-house repairs and maintenance workforce to address these inefficiencies.

**We are experts in procurement, stock holding, distribution and administration, putting us in a unique position as your partner of choice.**

From van stock management to social value we deliver a complete supply chain and procurement solution that enables you to optimise your workforce and deliver a better service to tenants at a lower cost, while also contributing value to the local economy.





# OUR HIGHLIGHTS

1 

**BRANCH NETWORK**

Over 2000 branches

**LARGEST DISTRIBUTOR**  
of building materials



2

**FULL PRODUCT RANGE**

100,000 products



3

**INDUSTRY LEADING**

IT solutions

4



5

**TUPE AND PENSIONS**

**SOCIAL VALUE**



6

**COMPANY CULTURE**

Experience over 150 partnerships.

7

**LARGEST DEDICATED SOCIAL HOUSING TEAM**



**BESPOKE SOLUTIONS**

shaped around you and your needs.

9



# A Managed Service

**As your supply chain and procurement solutions partner, we work with you and your repairs and maintenance workforce to deliver a bespoke solution.**

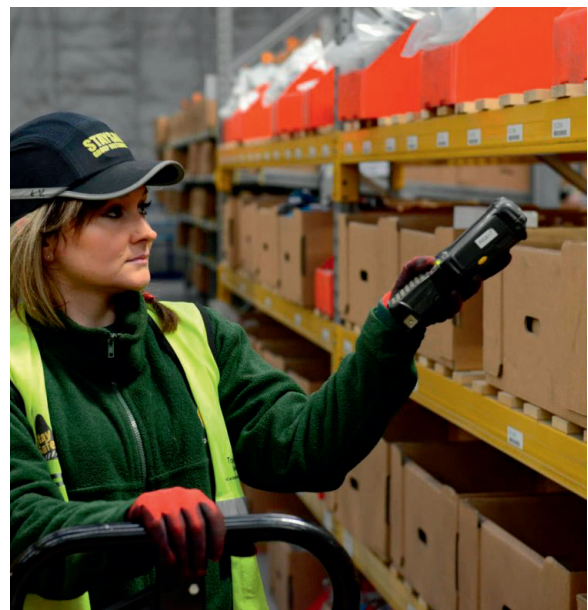
At the core of every partnership is our common goal to improve your service to tenants. We achieve this by implementing solutions that increase the productivity of your repairs and maintenance teams, while reducing the associated costs.

## **Materials management**

We purchase the materials you need through our extensive range of over 100,000 products enabling you to benefit from economies of scale. We store your materials in one or more strategic locations until you need them.

**When you do need your supplies, we get them to you, always delivering on time and in full.**

You will also benefit from access to our eTrading systems, giving you full control and visibility of your products, eliminating paper processes, improving accuracy and reducing administration costs.







## **In-branch solutions**

Through a partnership with Travis Perkins Managed Services, you will be supported by our network of over 2,000 branches across the UK. This scale means we can provide bespoke supply chain and procurement solutions at both a national and local level.

Using one or multiple branches, strategically close to your properties, we can help you to reduce both the time and the fuel costs associated with collecting materials. With a dedicated trade counter supporting your tailored core range of stock, our in-branch solution drives operational efficiencies and helps to maintain high levels of tenant satisfaction.

## **A managed store**

When you access a managed store facility with a truly bespoke service, we ensure that your business is never interrupted.

**We can work with you to supply and manage your existing store, or we can support you to develop a new store offering.**

Our dedicated property team can source and set up a new, Travis Perkins-owned store and manage it on your behalf. With dedicated staff, its own vehicles, a bespoke stock and stores unit based on your chosen financial model, partnering with TPMS will secure every available efficiency for your organisation.





# Operational Benefits



## **Reduce administration costs:**

Electronic trading, consolidated invoicing, and job and operative validation contribute to significant savings on administration costs.



## **Lower store rent and running costs:**

Savings on costs such as rent, utilities, staff, shrinkage and stock waste can be achieved when utilising a TPMS-owned managed store or branch network.



## **More efficient working:**

Flexible procurement arrangements, advanced IT and stock management systems, strategically-placed stock locations, and mobile working solutions all contribute to efficiency gains, avoiding wastage of materials, time and money.



## **Improved workforce productivity:**

With the right materials in place when you need them, your teams can focus on providing a high-quality repairs service, contributing to reduced operative downtime, increasing the number of jobs completed each day and boosting first-time fix rates.



## **Better customer satisfaction:**

Tenant satisfaction is directly influenced by the quality of the repairs service, and more specifically, by first-time fix rates.

The TPMS solution not only improves first-time fix performance targets but also enhances customer satisfaction.



## **Swifter void property turnaround:**

More efficient delivery models, that include plot or kit packs, and shared workstream systems help to reduce void property turnaround times, reducing rental income loss, and housing tenants more quickly.





# Service Benefits



## Management information:

Encompassing all aspects of trading data, our detailed suite of management information gives you full visibility of purchasing patterns.



## KPIs:

Consistent performance measures provide a clear health check of key service levels including stock availability, proportion of deliveries made on time, price accuracy and incidence of faulty goods.



## Electronic trading:

Our industry-leading IT systems give you full control, eliminating paper processes, improving accuracy and reducing administration costs. Solutions include XML, EDI, consolidated invoicing and job/operative validation.



## Social value:

We reinvest a percentage of our annual profits into local community projects and initiatives which deliver genuine social value. Our commitment to you and your residents is reflected through our TPAS quality mark.



## TPgo

TPgo is our affordable software solution designed to make van stock management easy for all our social housing customers.

Complete with a bespoke online portal that provides you with live data to continuously measure and improve your van stock profiles and repairs and maintenance service.



## Supply chain:

With access to Travis Perkins, the UK's largest high-quality network of builders' merchants and home improvement suppliers, we provide an unparalleled supply chain and procurement solution.



## Innovation:

As the market leader, we strive to continually improve our offer through innovation. We achieve this by bringing new products to market, developing our own affordable, high-quality brands, and harnessing the latest technology such as our van stock management app, TPgo.



# Contact

If you would like to talk to us about how we could support your organisation with supply chain and procurement solutions to increase its construction, repairs and maintenance efficiencies, please contact us:

Tel: **0800 169 2200**

Email: **[managedservices@travisperkins.co.uk](mailto:managedservices@travisperkins.co.uk)**

**[tpmanagedservices.co.uk](http://tpmanagedservices.co.uk)**

Lodge Way House,  
Lodge Way,  
Harlestone Road,  
Northampton  
NN5 7UG









Tel: **0800 169 2200**

Email: **[managementservices@travisperkins.co.uk](mailto:managementservices@travisperkins.co.uk)**

**[tpmanagementservices.co.uk](http://tpmanagementservices.co.uk)**

Lodge Way House,  
Lodge Way,  
Harlestone Road,  
Northampton  
NN5 7UG

