



Travis Perkins ^{plc}
**Managed
Services**



BEDFORDSHIRE PILGRIMS HOUSING ASSOCIATION 'ONE-STOP SHOP SOLUTION'

Contract Overview

Bedfordshire Pilgrims Housing Association (BPHA) appointed Travis Perkins Managed Services as a sole supplier for their in-house repairs and maintenance team across the East of England.

Customer Journey

BPHA brought repairs in-house in 2022 and needed a materials supplier with van stock management, product flexibility, spending control, and centralised ordering.

Our Solution: 'One-Stop Shop Solution'

To meet BPHA's objectives, we have provided a 'one-stop shop' solution from our Travis Perkins (TP) Bedford branch.

We also offer a multi-branch solution across the East of England to cover their wider housing stock and large geographical coverage. This supports their 160 operatives to easily and quickly order or collect the materials they need from any location, minimising downtime and increasing their productivity.

Trade Authorisation Cards (TACs)

We process electronic van stock and ad-hoc delivery orders for BPHA. Our TACs provide:

- Operative spending control and spending pattern monitoring
 - Easy product purchases and reduced administration
 - Consistent pricing across our branch network.
- Monthly, we refine BPHA's catalogue by recommending cost-effective, innovative product alternatives for better suitability.

Customer Testimonial, Matthew Sears, BPHA Planned Works Manager

"Here at BPHA, we have been working with Travis Perkins Managed Services for the last two years to provide a one-stop solution for our materials purchases. This includes building materials, kitchen stock, and tools.

It has been a seamless experience working with the Travis Perkins Group, who are very quick to respond to any questions, queries, or on-site issues in a timely manner. TPMS has provided us with a very good quality of service and materials. We have received positive feedback from our customers who state their product quality is excellent."