



BULLETIN **NOVEMBER 2021**

MAINTENANCE UPDATE

As advised in the previous Bulletin, we are reviewing our service provision to ensure that we are working smarter, more effectively and more efficiently for our tenants. As a result, we are changing our reactive repairs contractor and we have brought on a new contractor, Easy Heat Systems to ensure we meet our fire safety compliance requirements.

HOMES FOR LIFE LAUNCHES NEW REPAIRS SERVICE FROM THE 8TH OF DECEMBER 2021 WITH R3

The Board at Homes for Life are delighted to announce a new contract for our reactive repairs service has been awarded to R3. This contract takes effect from 8th of December 2021.

You as tenants will be provided with a local service and we as an organisation are investing in our local economy. The move to R3 as a multi-trade contractor will result in fewer visits to your home, increase the Right First Time repairs which in turn will increase repairs satisfaction rates. You will be able to book repairs by calling R3, and unless the job requires a pre-inspection, you will be able to book an appointment at the time of the call. Early next year we will be rolling out a new service enabling you to book repairs, and time slots, online.

This is one on the many positive changes that the Board are making to ensure that our tenants are at the forefront of our decisions.

As always, we are working hard to constantly improve our service to you, our tenants. We believe our new repairs contractor will benefit tenants with a high quality, local service. We will closely monitor their progress. We are sure this will be the start of a long and valuable partnership between R3 and Homes for Life.



R3 Respond
Repair
Rebuild

☎ 0300 999 247

🌐 www.R3direct.co.uk



WHAT DOES THIS CHANGE MEAN FOR YOU?

FAQS: YOUR QUESTIONS ANSWERED:

Q: How do I report a repair up to the 7th of December 2021?

A: You continue to report your repairs on the existing number to T B McKay (TBM)

Q: I have already reported a repair to TBM. Do I have to report it again to R3?

A: No, TBM will be carrying out all repairs reported up to 7th of December 2021. TBM will complete all repairs booked in with them, even if that takes it past the 8th of December.

Q: How do I report a repair to R3?

A: You can phone them directly on **03000 999 247**.

Q: Do I report all repairs to R3?

A: No, gas related repairs call should still be reported to Kingdom Gas on **0800 389 9463**.

Q What is classed as a reactive repair?

A: Also known as day-to-day repairs, these are the repairs that tenants report on an individual basis. All our emergency, urgent and routine repairs fall into this category.

Q: How long will it take for my repair to be completed?

A: This will depend on the repair type. Our categories and target response times are as follows:

Emergency repair: Within 4 hours

These repairs, where not attended to, would seriously affect the structure and security of the property or constitute a danger to health. Examples: Fire, flood, break-in and gas escapes.

Urgent repair: Within 3 working days

These repairs require prompt attention to prevent further deterioration and extended damage to property or undue risk or inconvenience to the tenant. Examples: Minor leaks, urgent electrical and joinery works and security measures.

Routine repair: Within 10 working days

These repairs are minor defects which may cause some inconvenience but where it is not essential to carry out an immediate repair. Examples: external building repairs, internal joinery and plasterwork.

WHAT ELSE IS GOING ON?

Homes for Life have recently employed Easy Heat Systems to check and fit smoke detection systems

Easy Heat Systems will be checking some of our properties to make sure the smoke detectors fitted comply with the new legislation, coming into force in February next year. Where needed Easy Heat will be fitting new, LD2 compliant, smoke detection systems. Easy Heat will be calling to make appointments that suit you. We would be grateful if you could cooperate and assist Homes for Life by permitting access to allow them to carry out their work.

As always, if you are unsure about any callers, please call us to double check. All Easy Heat operatives will carry identification and a letter of authority.

Changes affecting Gas Servicing & Repairs

Kingdom Gas, our gas servicing and repairs contractor, has recently been taken over by McGill Facilities Management. We are assured by the new owner there will be no change to the high quality of service we have been receiving.

Kingdom Gas continue to trade under the same name and the same number applies for all gas related issues. One difference is that calls are now answered by a central call centre, so you might notice a change to how you reported repairs previously.

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Please keep the attached calendar handy for R3, Kingdom Gas and other useful contact numbers.



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