

## Important information about the change in how you report repairs and maintenance

Dear tenant,

Following a consultation on our repairs and maintenance, the Board and staff team were able to understand how you would best like to report a repair. Thanks to the feedback that was provided we were able to conclude that the preferred customer service offering is: Scheduled at first contact and direct communication with a contractor.

As our repairs activity is not enough to have in-house operatives, we concluded that the best option is to have a long-term relationship with a local or regional contractor. It was apparent that we should be improving our service while continuing to provide a personalised approach and considering best value for money. As such, we underwent a competitive tender process, focussing on our key customer service requirements, which are outlined below.

The conclusion, from this tender, was to appoint NKS as our contractor who will provide a full repair service to you, our tenants. Our team is committed to continuing to improve our repair service offering and look forward to working in partnership with NKS and will do our best to support you with this change in requesting and receiving repairs.

As a small housing association, continuing to manage several different contractors to do the variety of work required does not offer opportunity to improve our service to you. The staff have a very positive relationship with our current contractors. We also recognise that many of our tenants have been with us for a long time and personally know our current contractors. We truly thank them for the service they have provided to us over the years and wish them well.

Yours sincerely,

*Maureen Margrie*

Chief Executive

### OUR OCTOBER 2018 CONSULTATION CONCLUDED:

- ◆ 77% prefer to report repairs by telephone
- ◆ 74% want to receive an appointment & confirmation from the contractor
- ◆ 64% thought the current method to arrange repairs through CH was average or below average
- ◆ 64% prefer to converse directly with the contractor who will be performing the repair.

### OUR KEY CUSTOMER SERVICE REQUIREMENTS:

- ◆ Developing a positive and friendly relationship with our tenants – operatives getting to know our tenants
- ◆ Ability to answer the phone and schedule repairs immediately with the tenant
- ◆ Good communications and keeping appointments
- ◆ Quality of the repair
- ◆ Timeliness and appointments that fits the tenant's schedule.

Our repairs consultation, carried out in October 2018, concluded that the majority of tenants wanted to book repairs by telephone, direct with the contractor.

Cirencester Housing has been serving our customers since 1950, striving to provide a personalised and responsive service that is reflected in our purpose and values as a small, local housing provider.

To ensure that our repairs service remains reliable and personal, NKS have set up a dedicated 24 hour repairs line available to you, our tenants.

You can contact NKS directly from **Wednesday 1st May 2019**. At the time of calling NKS, one of the team can diagnose the repair with you and book a convenient future appointment.

Emergency repairs will be carried out within 24 hours and NKS are committed to carrying out all other non-emergency repairs within 10 working days.

All operatives from NKS will wear a branded uniform and have an ID card. Please ask to see this ID card when an operative arrives to carry out a repair for you.



**01453 704979 (NKS)**

Emergency repairs can be reported at any time. Non-emergency repairs should be requested Monday — Thursday 8:30am—5:30PM and Friday 8:30am—4:30pm.

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### RELIABLE LOCAL SERVICE

Cirencester Housing look forward to a successful working relationship with NKS, who will provide you with an efficient repairs service.

Our partnership with NKS will be monitored to ensure that it continues to meet our key customer service requirements and the quality of work expected.

From time to time, Cirencester Housing will undertake tenant satisfaction surveys and inspections of work to measure tenant and our satisfaction with the service.

We are committed to ensuring that this is a successful partnership and believe that this collaboration will be a positive change to how your repairs are requested and received.

If you have any questions regarding the new repairs service, please contact us.

*- Jane Byett, Operations manager*

### A TRUSTED CONTRACTOR

“... I have to say they were EXCEPTIONALLY nice guys, very helpful and did a great job on my repair and left it all clean. I wouldn't have known anyone had been. It's very well done, very pleased and the repair done very quickly...”

*- Tenant, Stroud District Council*

“We would just like to say what a wonderful job was done by the contractors installing our bathroom. The work was carried out to a great standard and they are a wonderful team.”

*- Tenant, GreenSquare Group*

### ABOUT NKS CONTRACTS LTD

NKS Contracts (Central) Limited are a Gloucestershire based contractor who works closely with Local Councils and Housing Associations to deliver refurbishment, maintenance and general construction services throughout the South, Home Counties and Midland locations.

Established in 1992, NKS have gained a wealth of experience and an outstanding reputation for completing construction and refurbishment projects to the highest standard. We work alongside tenants and endeavour to adopt a professional and friendly approach at all times whilst maintaining best value for our clients.

At NKS, our policy is to directly employ all local tradesmen as we believe this gives us greater control over the construction process from inception through to completion. All aspects of work can be carried out in-house so as to provide a one-stop shop for all of our clients.

All of our staff are either accredited to or working towards the Construction Skills Certification Scheme and are trained on the latest Health and Safety procedures, actively carrying out their duties in accordance with the relevant Statutory Legislation.

A highly experienced and professional management team, with considerable working knowledge of the construction industry and processes, support our tradesmen and Supply Chain Management is fully embraced within the company.



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