

Press release

Date: 18 January 2011

Title: Tower Hamlets Homes announces Mears as new repairs contractor

In order to continue improving its services to residents, Tower Hamlets Homes, which manages 22,000 homes in Tower Hamlets, has selected Mears as its day-to-day repairs and gas servicing contractor. Mears replaces current contractors Morrison and MITIE and will start on 1 April 2011.

Mears is an established company which has worked in the public sector for a number of years, and provides both value for money and excellent service levels. Mears employs more than 13,000 people throughout the UK and provides responsive and planned maintenance services.

Residents have been involved in helping Tower Hamlets Homes select the new maintenance contractor, focusing on what's important to them, such as contractors getting the job done first time when they say they will. Elizabeth Adebisi, a resident from Bethnal Green, sat on the evaluation panel. "We looked at several different contractors and compared them on things like value for money and the quality of service they provide. Mears came across as a professional organisation which understands the need to put residents first."

THH Chief Executive Gavin Cansfield says, "Our repairs performance has improved since Tower Hamlets Homes was set up in 2008 and resident satisfaction has gone up 6% in that time. Working together with Mears, we want to focus on achieving higher levels of resident satisfaction and the new contract will enable us to make some real changes in how we do things for residents."

ENDS

Notes to editor:

1. Tower Hamlets Homes (THH) is an arm's-length management organisation (ALMO) managing approximately 22,000 tenants and leasehold properties on behalf of Tower Hamlets council. www.towerhamletshomes.org.uk

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