

Tower Hamlets Homes

Repair Newsletter No.1

Repair & Maintenance - 100 Day Improvement Plan - March 2009

Getting the Basics Right



I know that the repair service is one of the issues that residents always feel strongly about. Is our current service good enough? No, I don't think it is. Can we fix it? Yes, we can. There have been some recent improvements but not enough and when things go wrong, they go wrong badly. In partnership with our repair contractors we are making a promise to residents that they can expect a better repair and maintenance service than they currently receive and that they will see a difference in the next 100 days.

Gavin Cansfield
Chief Executive

What are we 'Going to Do'?

We have agreed a plan with our repair contractors, EPS and Morrison which will help us improve the way we do things. We will start by sorting out the outstanding repairs on your estate. We will also be looking at how we can make sure that when you report a repair we get the right information so we can fix it first time, more of the time.

"We are all in this together," said Peter Griffin, EPS Group Managing Director. "The idea is simple; we improve the service by working together over the next 3 months and start really listening to what residents have to say."



"We are looking at making things simpler so that repairs can be carried out more quickly and getting things right first time becomes the norm," says Chris Mahon, Partnering Manager for Morrison.



We are also going to:

- Agree a Repairs Charter which sets out what we are committed to doing over the next 100 days.
- Provide a highly visible service through our **Local Repair Days** on estates - a chance to speak to your contractor about any repairs - see below for more details.
- Work with the call centre to make sure that we are able to diagnose your repair problems quickly and accurately.
- Introduce regular walkabouts with contractors so that we are able to sort out the communal repairs on your estates more effectively.

Tower Hamlets Homes new Director of Asset Management - Sayeed Kadir



Getting repairs right is a challenge that has passed to Sayeed Kadir, the new Director of Asset Management, who joined us in February after successfully delivering improved repair and maintenance services for two other ALMO's.

"Resident satisfaction surveys confirm that repairs are one of the most important services for our residents, and I am determined to see delivery improve across all our estates," said Sayeed.

"My vision for Tower Hamlets Homes is to deliver an efficient and responsive repairs service. I want residents involved at every stage in the improvement and monitoring of the service. We can only achieve this by taking on board all their comments and experiences."

The Repairs Steering Group

Our 100 day repairs improvement plan will be monitored by the Repairs Steering Group. They will meet each month to check that the plan is on track and that everyone is sticking to it. They will also make sure that residents have a strong voice in how repairs are delivered in the future.

The group is made up of the following people;

Ian Fincher (Board Member and tenant representative), **Sayeed Kadir** (Director of Asset Management and Chair), **Sharon Allen** (Area Manager representing Housing), **two resident representatives**, **Peter Griffin** (Group Managing Director, EPS) and **Chris Mahon** (Partnering Manager, Morrison).

Want to know more about our Repair Improvement Plan? Please contact:

Peter Allen – Head of Repair and Maintenance Services 020 7364 6025

Local Repair Days on estates

Our contractors will be on hand to carry out any of your outstanding repairs! We will focus on external repairs, but we will also carry out any internal repairs, including gas repairs. If you live on the Sidney or Chicksand estates why not come along and tell us your repair needs! Just look out for our stall and vans.

Estate	Date	Time
Sidney estate (including O'Leary Square and Ansell House)	6 March 2009	9:30am to 5pm
Chicksand estate	12 March 2009	9:30am to 5pm

There are more **repair days** to come – every resident will have access to a **repair day** in the next 100 days. Watch out for more details in our next repair newsletter.

We can now provide our information on request in large print, audio and in our main community languages. Support is also available in helping to learn English.

يمكننا الآن أن نقدم المعلومات التي بحوزتنا، حسب الطلب، بأحرف كبيرة والوسائل السمعية واللغات الرئيسية في مجتمعنا. ونوفر أيضا الدعم والمساعدة لتعلم الإنجليزية.

我們現時可以提供有關資訊的大字體版、錄音磁帶和主要外文版，同時亦能幫助你學習英文。

আমরা বড় অক্ষর, অডিও টেপ এবং আমাদের প্রধান কমিউনিটি ভাষাগুলিতে আমাদের তথ্যগুলি আপনাকে দিতে পারি। আপনার ইংরেজী শেখার জন্য সাহায্যের ব্যবস্থাও আছে।

Waxaan haddaa bixin karnaa akhbaarteenna marka la soo codsado iyadoo lagu qoray qoraal far waaway isla markaana luqadaha jaaliyadaheenna waawayn. Taageero ayaa sidoo kale la helaa oo caawinaysa barashada luqadda English-ka

Hiện nay chúng tôi có thể cung cấp thông tin theo yêu cầu bằng bản in chữ to, âm thanh và bằng các tiếng nói chính của cộng đồng. Có sẵn giúp đỡ để quý vị học Anh ngữ.

Tower Hamlets
Homes

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