

# Improving our repairs service

## Bringing our repairs team in house

V1: (Feb 2025)

We know that the repair and maintenance of our homes is really important to our tenants and that, in the past, we've not always got this right.

You've told us that repairs are taking too long to complete and that you struggle to get updates and information on the repairs you have booked in. You've also said that it doesn't always feel like our teams are working together effectively, which makes us difficult to deal with and leaves you feeling frustrated.

We've listened to what our tenants have told us and have made the decision to bring our repairs team back in house. We know that you might have some questions about this decision and we have been working with our Tenants' Voice Committee to answer these. If you can't find the answer to your question here, you can contact us by telephone, email, through our website or on our official social media channels.

### **Q: Why are you bringing the repairs and estate maintenance services in house?**

**A:** Over the last year, we have been working with and listening to our tenants to understand what is working well and where we need to make improvements.

One of the key areas for improvement that tenants have asked us to look at is our repairs and estate maintenance service. We've listened to feedback from our tenants and spoke with the Centigen repairs team to help us identify what needs to change and how we can make things better.

The decision to bring our repairs and estate maintenance service back in house is a result of this feedback. We believe that doing this will make it easier for our teams to work together and make the changes needed to deliver the improvements our tenants want to see.

### **Q: Will the change have any effect on annual rent increases?**

**A:** No. Rent changes are set by the government in the Rent Standard which is produced by the Regulator of Social Housing. The decision to bring our repairs and estate maintenance services in house will not impact annual rent reviews.



### **Q: Will there be any impact on current repairs timescales during the changeover?**

**A:** No. If you have a repair booked in, it will remain on our repairs schedule. The change will not impact on our ability to deliver repairs in our homes and the service will continue as usual.

However, we hope that the changes will make it easier for us to improve things going forward and that tenants will start to see improvements in the service over the coming months.

### **Q: Are there any major benefits of the integration to tenants?**

**A:** We want to provide a great customer experience across all our services. When it comes to repairs and estate maintenance, we know that we haven't always got things right in the past and this change is part of our commitment to making the improvements tenants want to see.

Bringing this service in house will help us support the repairs team more effectively and make it easier to change the things that aren't working. This will lead to a better repairs service, help ensure that our homes are well maintained and deliver better value for money for our tenants.

**Q: Will the repairs team increase or decrease as a result of the change?**

**A:** There will be no changes to the team as a result of the changes we are making. We plan to bring the current repairs team across to Two Rivers Housing, so you will still see familiar faces working in our homes and communities.

New team members do join our team from time to time, but they will always have identification with them. If you are unsure if the person at your door is who they say they are, you can contact our team on 0800 316 0897 to check.

We are committed to improving our repairs service and need the right people in place to provide a great service to our tenants.

**Q: Will the standard of workmanship improve?**

**A:** In the last year, the Centigen tenant satisfaction scores have been higher than the other contractors that we use, however, we know that we have not always got it right when it come to repairs and will continue to look at how we can improve the service for our tenants.

**Q: Who will be overseeing the repairs service?**

**A:** As well as bringing the repairs service in house, we recently appointed an Assistant Director of Repairs who will oversee our repairs service from start to finish.

[Andrew started his career as a carpenter and has more than 40 years' experience](#) in the repair and maintenance of homes. He will work closely with the team to make improvements across the repairs service.

If you need to [raise a complaint about a repair](#) or any



other service, you can do this at any time. You can raise a complaint in lots of ways including over the phone, by email, through our website, in person or on our official social media channels.

**Q: Will there be any changes to how I request a repair and will there be one point of contact for repairs?**

**A:** You can [request a repair](#) in all the same ways as you do now.

If you have any queries about our repairs service, you can contact the team in the usual ways including on the phone, by email, through our website or in person.

**Q: What other changes will there be?**

**A:** As we are closing Centigen FM, we will be making some changes to our vans, the uniforms our repairs team wear and their ID badges.

While we make these changes, our repairs team may come to your home in a plain white van. They will also have new Two Rivers uniforms and ID badges from the beginning of April.

Remember, if you are unsure if the person at your door is who they say they are, you can contact our team on 0800 316 0897 to check.

**Q: Where do I go if I have more questions about the changes?**

If you have any more questions about the changes, you can get in touch with Andrew ([andrew.bannister@2rh.org.uk](mailto:andrew.bannister@2rh.org.uk)) or Jonny ([jonny.jones@2rh.org.uk](mailto:jonny.jones@2rh.org.uk)).

**Please note that Jonny and Andrew will not be able to answer queries on individual repairs.**