

# Repairs update

Spring 2010

**Welcome to the new team making £14 million of repairs and maintenance work this year. The new Property Services team is the new name for Origin Housing's old Technical Services team.**

But far from just re-naming ourselves the Property Services team is making a renewed commitment to you, our customer, in three key areas:

- 1) Customer service
- 2) Performance
- 3) Value for money

1) Customer service: Over the years you have made it plain when it comes to overall customer service, you care most about the quality of your repairs. Property Services is determined to drive up repairs quality. How will you know we are succeeding? Because we will survey 100 of you every month and report back your level of satisfaction on the new website [www.originhousing.org.uk](http://www.originhousing.org.uk) and in your customer newsletter 'In The Know'.

2) Property Services is also committed to driving up our

performance across the board. That means more convenient appointments, more first time fixes and higher levels of customer satisfaction overall.

3) Property Services want to do both of the above, while delivering you great value for money. We will be monitoring and managing our repairs contractors very closely to make sure every pound spent is delivering positive outcomes for you, our customers.

To improve our repairs service we're currently setting up two resident panels to learn more from you about how we can improve. If you are interested either call me James Cooke, the Assistant Director of Property Services direct on 020 7209 9313 or email [fiona.forster@originhousing.org.uk](mailto:fiona.forster@originhousing.org.uk).



# The new Property Services

## The new Property Services team



**Top l to r are all surveyors:** Mark Dave, Khecho Assatourian, Ben Aniebonam, Nigel Davis, Anwar Khan and Ian Stewart.

**Bottom l to r:** Fiona Forster (admin'), Maria Walker (senior surveyor), Muyunda Nyambe (admin'), James Cooke (Assistant Director Property Services), Kafilat Animashaun (surveyor), Tim Hayton (Asset Manager).

**To order a repair call 0800 783 7903.**

For other, general enquiries call our Contact Centre on 0800 040 7989.

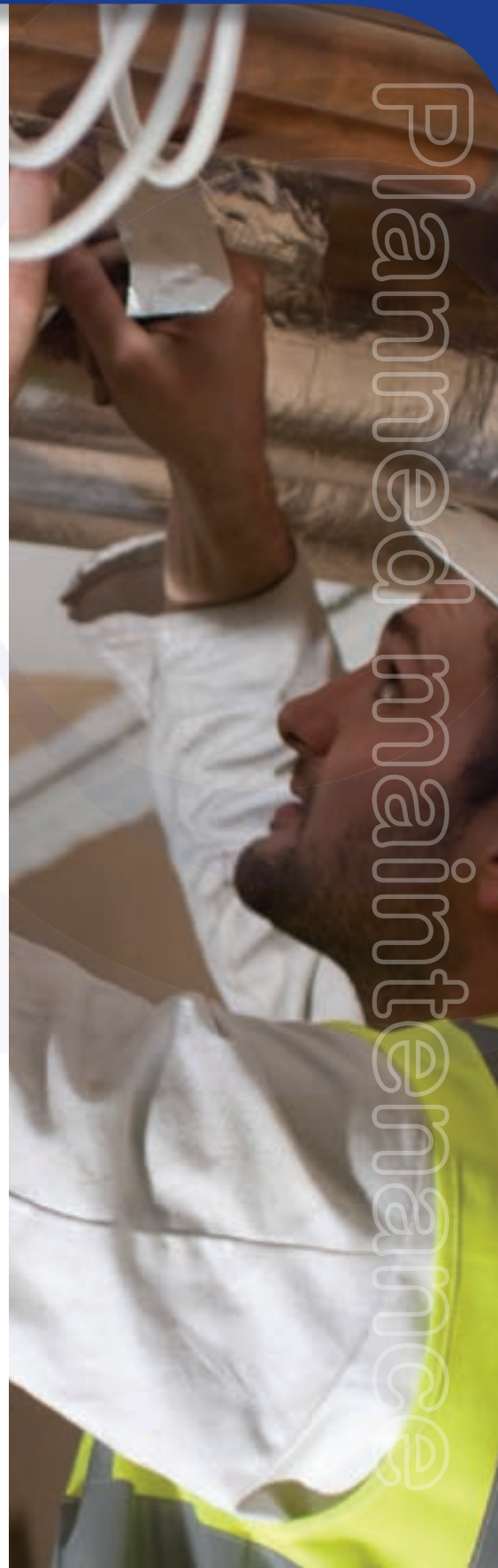
## Planned maintenance programme of work

Apart from all the ongoing and emergency repairs that need sorting out (leaking taps, boilers problems etc) Origin's Property Services team also has a large £11 million-a-year programme to maintain your homes. We will, for instance, be painting windows and fascias, replacing door entry systems and installing heating systems.

How we spend this money very much depends on what you and other tenants think are priorities. For instance, by listening to you we have increased the kitchen and bathroom replacement programme to £1.3m in this year's budget (from April 2010 to 31 March 2011) and are spending £600,000 on replacing old wiring.

### Here is a summary of the planned work:

Boiler & heating replacements	£550,000
Electrical up grades	£600,000
Kitchen and bathroom replacements	£1,300,000
Windows and doors	£570,000
Painting and decorating	£1,500,000
Disability and access works	£120,000
Insulation and energy improvements	£390,000
Responsive repairs	£2,300,000
Gas servicing	£500,000



# Carbon monoxide gas is a silent killer.

Don't risk having it in your home



On average 50 people a year in the UK are killed by carbon monoxide poisoning from faulty gas appliances. To avoid this happening Origin makes an appointment with you every year to check your appliances. Please make sure you confirm this appointment or arrange another time with us if the suggested time and date is inconvenient.

If you do not allow us to enter your home we will have to apply to court to gain access. At the moment we have four cases going to court.

Contact Origin Housing about your gas appointment on 020 7209 9679 from 9am-5pm Monday to Friday. Our out-of-hours contact phone number is: 0800 783 7903.

**To order a repair call 0800 783 7903.**

Origin's contractors include EPS for day-to-day repairs, Taylor Heating and Essex Heating for gas servicing.