

Dear Resident,

Important information about changes to housing repair services

I am really pleased to be writing to you today to update you on changes that Lambeth Council is making to the way we carry out repairs to your home, as part of our plans to improve the service we provide to residents. Please read this letter carefully to find out how the changes may affect you.

10 new contractors and an in-house repairs team

From Monday 12 July, there will be 10 new contractors and an in-house communal repairs team, 'Community Works', working across the borough carrying out repairs and maintenance jobs to council homes and housing estates. Community Works and five of the new contractors (Fortem, T Brown, MPS, NRT and RJ Lifts) will be working in your area to provide the following services:

- **Communal repairs**
- **Repairs to your home and estates**
- **Communal boiler servicing**
- **Gas safety inspections**
- **Electrical safety inspections**
- **Lift maintenance**

The way you book a repair IS NOT changing. Non-emergency housing repairs can be booked on our website at <https://beta.lambeth.gov.uk/housing/housing-repairs> or by phoning the call centre. Emergency repairs should only be requested by phoning the call centre.

The call centre number is 020 7926 6000 and is open Monday–Friday 8am to 8pm and Saturdays 8am to 1pm. If you have an emergency outside these hours, please call 020 7926 6666. This number is for emergencies only.

How will the changes affect me?

As we make the changeover, there are likely to be some delays completing non-emergency repairs reported to us over the next week, which will be put on hold for a short time to allow the new contractors time to set up. The new teams will contact residents with an existing repair, as soon as possible to confirm a date to complete the job.

Our current contractors, Mears will stop providing repairs and maintenance services for the council from 11 July, **which means that you should not let operatives from this company into your home after this date.** We will do everything we can to minimise any disruptions to you during the changeover. Please contact the repairs contract helpline at RCHelpline@lambeth.gov.uk or 020 7926 9995 if you have concerns or questions about the new contractors in your area.

Getting to this point has been a collaborative between the council and residents, who have been widely consulted during the whole process of agreeing these new contractors, and we will continue to ensure residents are involved in monitoring the services to make sure the contractors do a great job for Lambeth.

We're determined that these changes will ensure that all our tenants can expect better quality and more socially responsible services from us in the future.

Yours faithfully

Cllr Maria Kay
Lambeth Cabinet Member for Housing and Homelessness

Our repairs teams are changing

Lambeth has appointed new contractors to carry out repairs and maintenance at council homes from July 12.



This is part of our drive to improve standards and services for all our council tenants and leaseholders. But the way you book repairs won't change.



If you need to request a non-emergency housing repair, go to our website beta.lambeth.gov.uk/housing/housing-repairs, or call the call centre on 020 7926 6000.

If you have any questions about the changes, you can contact us at: 020 7926 9995, or email RCHelpline@lambeth.gov.uk.



Lambeth