



news

Providing excellent homes and housing services

MARCH 2012

New repairs contract for Gateshead homes

Gateshead Council has awarded a major contract that will offer improvements to users of its HomeRepairs service, meeting the needs of tenants and leaseholders.

Leading repairs and maintenance provider Mears has been awarded the £60m, three-year contract to provide over 70,000 repairs a year to homes.

From 1 April 2012, more than 21,000 households managed by The Gateshead Housing Company will benefit from the new contract, which includes improvements suggested by tenants and leaseholders.

These include a new two-hour appointment system,

the completion of more repairs on the first visit and empty homes improved more quickly.

Repairs range from mending a leaky tap to emergencies, such as homes with no water, heating or electrics.

Many of the repairs are vital to tenants and leaseholders of all ages, including elderly and vulnerable residents across the borough.

The contract is for three years, with the option to extend for a further two, and covers all repairs, making empty homes ready to let, gas servicing and improvements to homes.

Mears will also have a permanent base in the borough at Dunston.



Working in partnership for you



"We look forward to seeing new ideas put in place as a result of the tenants' survey and the continuing high satisfaction of tenants and leaseholders across Gateshead."

Councillor Catherine Donovan - Gateshead Council Cabinet Member for Housing.



"We are delighted that our customers will be the ones to directly benefit from an even better repairs service in the future."

Jon Mallen-Beadle - Director of Corporate Services, The Gateshead Housing Company.



"Mears places a lot of importance on building long-term relationships and through this partnership we are confident that we can improve services for tenants and leaseholders."

Colin Middlemass - Regional Managing Director, Mears Group.

As the contract changes ...



In order to set up the new contract with Mears, it is inevitable there will be some short-term disruption to the service as some repairs overlap the two contracts.

Emergency and urgent repair work will be carried out as normal, but there may be a delay in being able to offer appointments for less urgent jobs.

For a small number of already reported less urgent repairs it may also be necessary to offer a new appointment with Mears.

In those cases, we will contact tenants and leaseholders as soon as possible when we are able to offer a new appointment.

Also, our usual target timescales for less urgent work may not be achieved for a short period until the new contract is up and running.

Some homes have already had their annual gas service carried out by Mears, who will contact tenants to arrange appointments for the free service.

We are sure customers will appreciate the improvements planned for the repairs service and thank you for your patience and understanding.

Keeping you safe

All of our contractors, including the new Mears team, will always show an ID card before entering your home.

If you have any doubts at all about anyone visiting your home then do not let them in and call the housing company on 0191 433 5353, Gateshead Council or the police.

The housing company regularly sends out its 'No ID? No way!' postcards to put up at doors and windows.

A card is enclosed with posted copies of this newsletter. Further free copies of the cards are available at housing offices.



Reporting repairs

The best way to report a repair will still be to The Gateshead Housing Company's 0800 408 6008 number.

Lines are open until 7pm each night during the week and until 12 noon on Saturdays.

Emergencies can also be reported 24 hours a day to 0800 408 6008.

HomeRepairs

0800 408 6008

 The Gateshead Housing Company
Working with Gateshead Council

You can also report repairs:

- Online at www.gatesheadhousing.co.uk/repairfinder
- By e-mailing repairs@gatesheadhousing.co.uk
- By texting 'REPAIR' and your message to 0762 480 4167
- Using a Minicom to 0191 433 5349
- Sending a fax to 0191 433 5496
- Via your nearest housing office or any of our employees.