

June 2011

LMH
Liverpool Mutual Homes

news

New Repairs Service - Housing Maintenance Solutions



Maintenance Special

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“Delivering excellent services to our customers is an absolute priority.”

Steve Coffey - Chief Executive

“Delivering excellent services to our customers is an absolute priority. You may remember that I spoke about our concern regarding the poor performance of our maintenance contractor in the last newsletter.

At that time I assured you that we were putting measures in place to improve performance and ensure that our maintenance work returns to the high standard both you, as our customer, and we expect.

Latest News

On 9th June we were informed that Kinetics Group Limited had entered into Administration. We have, therefore, taken the decision to stop all works with them with immediate effect. We have implemented emergency arrangements to ensure customers continue to receive services and have contractors in place to deal with emergency and urgent repairs. We

will contact customers who have ordered non-urgent repairs individually to let them know when their repair will be carried out.

New Company to deliver Services

I can also announce that LMH have set up a new subsidiary company called Housing Maintenance Solutions (HMS) to deliver services to our tenants and leaseholders across Liverpool from 1st July 2011.

HMS will work closely with the LMH teams to keep you informed of the changes.

Thank you for your patience whilst we have been dealing with this issue. I am confident you will see an improvement in service delivery with this new service.”

Steve Coffey
Chief Executive

Liverpool Mutual Homes



Housing Maintenance Solutions

Introducing the new Company

Paul Worthington, Managing Director for Housing Maintenance Solutions, introduces the new service. The new company aims to be a leading provider of local maintenance solutions. With this aim we are looking to exceed the expectations of our customers employing quality people to deliver quality results.



LMH customers have told us about the things that are important to them. They include:

- Being there when we say we will;
- Doing a good job and leaving homes clean and tidy afterwards;
- Keeping customers informed;
- Minimising disruption by keeping visits to a minimum;
- Making, and keeping, mutually convenient appointments; and
- Respecting peoples homes and belongings.

HMS will deliver a 24 hours a day service. We estimate that we will carry out over 50,000 repairs in 2011/12. These range from emergency repairs requiring our attendance within two hours to urgent repairs, routine repairs and long term planned maintenance. LMH have set performance targets which are shown in the box below.

Emergency repairs

We will respond to emergency work within two hours and complete the work within 24 hours of you reporting your repair

Urgent repairs

This work will be completed, by appointment, within three working days of you reporting your repair

Routine repairs

This work will be completed, by appointment, within 20 working days of you reporting the repair.

LMH will monitor the Repairs and Maintenance Contract they have with us to ensure we deliver against all the targets that have been set by customers .

We will also have responsibility for carrying out repairs to all vacant homes bringing them up to standard ready for new customers to move in.

Gas Safety in your home

Gas safety is a critical area of work for LMH and delivery of the gas servicing contract will be one of the key performance targets for HMS.

Which number would you rather call?

0800 678 1894
or 999.

The first number gets you a **free gas safety check** and enters you into a £100 prize-draw.

The second gets you an ambulance, if you're lucky.

Gas - The silent killer.

We will carry out an Annual Gas Safety Check to every LMH tenant's home. It is really important that you provide us with access when we contact you to arrange these checks.

Looking after the environment

HMS will carry out grounds maintenance, estate cleaning and cleaning to all the sheltered schemes. Customers can expect us to:

- Clean the communal areas in blocks of flats twice each month;
- Cut grass around flats and sheltered schemes a minimum of 20 times in the growing season;
- Clear litter and leaves from communal spaces; and
- Aim to Raise the standard and image of our green and communal spaces.

How do I report a repair?

How you report a repair has not changed. Staff at LMH's dedicated Customer Service Centre LMH Connect are there to help you.



us on our local rate number **0300 123 2300** (from a mobile telephone) or our freephone number **0800 678 1894** (free from a landline).



on our website, www.liverpoolmutualhomes.org. You can access many of our services, leave feedback on how you think we are doing as well as find out more about what's happening in your neighbourhood.



with us by visiting any of our five Area Housing Offices. Or you can arrange an appointment for a home visit.