

Repairs Direct

Looking after your home

Your new repairs company is coming soon...



Delivering excellent housing services
through resident led management



What we will cover

- Background on our current repairs service
- Why are we setting up our own company?
- About the new company
- What will be different?
- Where we are with its set up?
- How are we engaging with our staff and residents?
- Questions?

Background on our current repairs service

- We manage 10,000 council homes and deliver 15,000 repairs a year
- We have had 3 different contractors in the past five years
- Frequent changes brought inconsistencies in the level of service provision
- Our customer satisfaction level does not meet our high standards

Why are we setting up our own company?

- Unanimous decision by the resident led TMO Board on the 8th of January this year
- Our own company means we can invest in systems, processes and staff training to increase efficiency and customer service
- Operatives will be employed by us who embrace the KCTMO's ways of working based on customer focus
- We will have a robust performance management system
- Mechanisms to capture and respond to residents' feedback and requirements

About the new company

- Start on 2nd September with the official launch on 21st September at the Residents Conference
- Separate board including an independent and a resident board member
- The company will be accountable to KCTMO
- Will only undertake responsive repairs – communal repairs will continue to be sub-contracted.
- Investment in 45 dedicated staff and efficient systems and processes
- Responsive to resident feedback and requirements

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What will be different?

- Diagnostic System Tool for accurate diagnosis of repairs and assignment of jobs
- Dynamic Resource Scheduling System (DRS) for efficient making and keeping appointments, scheduling, planning and tracking operatives and vehicles
- Text for job confirmation, reminder and when an operative is en-route
- Post repairs call for every job completed within the first three months of the launch, sample post inspection and feedback from the Service Users Panel

Where we are with its set up?

- There is a project mobilisation team which meets weekly to closely review and monitor progress
- Vans, materials, tools, uniforms, PDAs, equipments etc have been procured
- System users and administrators are undergoing training
- Discussions with Willmott Dixon on TUPE transfer is complete and staff who wish to TUPE over will join us on 2nd September

How are we communicating with our staff?

- Monthly face to face staff briefings and project bulletin
- Work process workshops and focus groups
- Regular update to SMT and managers forum for cascade
- Written briefings to front line staff
- FAQs on the intranet

How are we communicating with our residents?

- We have set up a Service Users Panel made up of 14 residents who use our services and will act as a consultative and advisory panel
- Series of briefings at ARBs, Resident Engagement Panel, Community Events and through the Link magazine, leaflets, posters and our front-line staff
- A dedicated section on the website with FAQs that are regularly updated

Questions?



Kensington
& Chelsea TMO

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