

# GET INVOLVED

Your Services

## Repairs Working Group

Help us to monitor and continually improve every day and emergency repairs and planned maintenance. The Repairs Working Group works closely with the repairs contractor, Mitie, and has a focus on performance, the delivery of high quality services and excellent standards.



### REPRESENTING RESIDENTS' PRIORITY AREAS

By Ros O'Connell  
Chair of Repairs Working Group



When I talk to other residents, time and time again I hear that repairs and planned maintenance are their number one priorities, or the first thing that comes to mind when they think of housing.






I have been the Chair of the Repairs Working Group for over three years. The Repairs Working Group was the first resident-led group that was formed to address shortcomings in repairs performance and delivery. It has been a very important group for officers to understand what our priorities as residents are, and also for residents to be able to work closely with officers to discuss issues and solve problems.

The Repairs Working Group has been involved in so many different projects and we have achieved a lot. We have

worked with Mitie and the Housing Team to address estate lighting, the boiler replacement programme, and the responsiveness of the repairs call centre, to name a few of the areas that we have been involved in. We have also worked to develop a more inclusive approach to how both tenants and leaseholders are informed of planned and capital works in their area.

There is still a lot more work to do and it has taken some time for the group to get the recognition and support it deserved, but the Repairs Working Group is made up of some very committed residents who don't take no for an answer!

### Key Facts Explained

	Monthly meeting
	Meetings are usually held at the Hammersmith Town Hall
	Membership of a group
	Commitment of at least 12 months
	At least 3 hours per month

It's time for you to make a difference



Approved  
by residents  
June 2017

**h&f**  
hammersmith & fulham

## The aims of the Repairs Working Group are to:

- Operate on behalf of tenants and leaseholders to make sure that we provide a responsive repairs service and planned and capital works programmes that meet residents' needs
- Monitor and review performance targets and resident satisfaction for repairs and major works.
- Examine the evidence of good and bad practice, and make recommendations for service improvements
- Review and monitor the effectiveness of the consultation processes across repairs and major works

## What will I do as part of the Repairs Working Group?

- Review responsive repairs, capital works, and planned maintenance performance
- Work with the appointed repairs and maintenance contractor and officers in Property Services to improve performance
- Review resident satisfaction with the repairs service
- Help us to check if we are meeting our service standards
- Help us to check that we are offering value for money
- Work with us to develop ideas for service improvements

## What will be the result of my involvement?

- Your views and feedback will drive service improvement through constructively challenging our performance
- The opportunity to work on sub groups to develop specific repairs areas such as boiler replacements, or communal repairs
- Your proposed improvements will develop a better repairs service that listens to resident feedback and gets repairs right first time as often as possible
- An opportunity to improve your knowledge of housing services and build your confidence



For more information on joining the Repairs Working Group, please contact the **Resident Involvement Team**:

By email: **[GetInvolved@lbhf.gov.uk](mailto:GetInvolved@lbhf.gov.uk)**

By web: **[www.lbhf.gov.uk/residentinvolvement](http://www.lbhf.gov.uk/residentinvolvement)**

By phone: **020 8753 6652**

In writing: **3rd Floor, Town Hall Extension, King Street, W6 9JU**