



## Repairs reporting: a new local service

Our aim is to provide an excellent customer experience.

Our repairs performance shows that 97.6% of residents are satisfied with our repairs services (an increase from 96.1% last year), but we want to do even better and ensure everyone has this experience.

So, having heard residents' concerns about repairs reporting and a desire for a local service, we're making a big change. We are bringing back the repairs reporting and scheduling service in-house, launching a new team based in Newton Abbot. This handover will take place on Thursday 15 September.

The friendly Customer Hub team you already contact with general enquiries, will now also handle repairs. We have recruited new extra people to take details of your repairs and Templer HomeBuild has recruited schedulers to work from Newton Abbot.

The phone numbers **0800 197 9790** and **01626 322722** remain unchanged. Our '*out of hours*' emergency repairs reporting service also remains unchanged.

There may be some handover delays as everyone gets used to new systems and software. Please do show them patience as we look to make this change as smoothly as possible. Any repairs already booked in won't be affected.

We hope that local knowledge and better access to systems will improve the service. We will listen carefully to your feedback to ensure the new approach is meeting your needs.

We look forward to receiving your feedback and views over the coming months, which will help us shape this new approach to repairs for the benefit of everyone.

Yours sincerely,

**Jo Reece**  
**Chief Executive**