

03 June 2024

## RE: A new repairs and maintenance service

Dear Resident,

How we carry out repairs and maintain your home and / or communal areas is one of the most important services that we provide as a landlord.

I am writing to you as our current contract with Wates is due to finish at the end of 2024. This means we are procuring a new service, and we want you to help us shape how this will look.

Our focus for the new service is to deliver improvements for you as our tenant or leaseholder and achieve value for money.

By scanning the QR code at the bottom of this letter, you can see our plans for the new service and how you can get involved in shaping it. This includes an online event, participating in workshops, helping to evaluate the bids from new contractors or completing surveys.

If you are unable to access this information online, then you can call 020 8937 1234 and ask to speak to one of our Community Development and Engagement Officers:

- Patrick Penny-Annang
- Shakira Moses
- Vilma Nika

They can talk to you about our plans and send you a paper copy of any documents you want to see.

The new service will launch in April 2025 and we will write to you again with an update on the organisations who were successful and how your feedback has shaped the new service.

Until then, please continue to report repairs through the usual channels. The quickest and easiest way of doing this is by logging a request via "my account" at [www.brent.gov.uk/myaccount](http://www.brent.gov.uk/myaccount) or alternatively by calling us on 020 8937 2400, emailing [HousingManagement@brent.gov.uk](mailto:HousingManagement@brent.gov.uk)

If you have any questions on how to get involved, contact our Community Development and Engagement team who will be happy to talk to you about options and any adjustments that you might need to ensure you can have your say.

Yours Sincerely  
Spencer Randolph  
Director, Housing Services

