

New repairs partnership FAQs: customers

Our repairs and empty homes contract with Mears, and our gas and compliance contract with Robert Heath Heating are both due to expire in 2023. After a comprehensive procurement process, we've appointed two new organisations to work with us on these contracts.

Below are answers to common questions we've received about our new partnerships. If you have a question that isn't answered here, please contact us at: communications@rhp.org.uk and we'll add the answer to the list.

Q1. Who are your new repairs partners?

We're pleased to have appointed two organisations with a strong track record of providing a high-quality, efficient and safe service:

Kier (repairs, empty homes, and planned works).

Smith & Byford (Gas repairs, heating & hot water repairs and gas & electrical compliance).

Q2. How were your new repairs partners selected?

Last year we carried out a comprehensive procurement process to appoint two new contractors to deliver these services. Kier and Smith & Byford came out top, when assessed against a robust set of criteria including: quality, contract delivery, resourcing, IT systems, cost and social value.

It was important that we heard your voice through this process, so a group of customers were involved at every stage, including assessing the final bids.

Q3. What's RHP Home?

RHP Home is a subsidiary of RHP and is the organisation that our new repairs partner Kier will manage to deliver our repairs service. Anyone coming to carry out essential or emergency repairs in your home, will be wearing an RHP Home uniform and will be driving an RHP Home Van.

Anyone coming to carry out any gas or electrical testing on your home will have a Smith & Byford uniform and ID with them.

Q4. When will the new repairs contracts start?

Kier and Smith & Byford will officially start carrying out repairs and compliance activities from 1 June. There is however a 'cutover' period where we'll transition from our current partners to our new ones.

Q5. How will the service differ from what's in place currently?

We are changing our appointment slots to offer more flexibility to customers and enable more repairs to be fixed on the first visit.

These will be as follows:

8am - 1pm | Monday to Friday

1pm - 8pm | Monday to Friday

9am - 12pm | Saturday

First appointment of the day: Between 8am – 10am Monday to Friday / 9am – 10am Saturday

We'll also avoid appointments that cross-over with the school run where possible.

Out of hours service times for emergencies.

5pm to 8am Monday to Friday

24 Hours on Weekends & Bank Holidays

Repairs will be given the following priorities based on the type of repair reported, individual circumstances and the level of risk to customers and their home. We aim to complete the repair in the timescales provided:

General repairs

Emergency: 4 hours

Urgent: 5 working days

Essential: 28 calendar days

Gas, heating & hot water repairs

Emergency: 4 Hours (e.g. gas or water leak)

Urgent: 1 working day (e.g. no heating or hot water)

Essential: 28 calendar days

Q6. What repairs are RHP responsible for?

RHP are responsible for repairs to:

- kitchen units, worktops, kitchen taps, wall tiles & vinyl floor coverings
- baths, basins, toilets, showers, bathroom taps, wall tiles & vinyl floor coverings
- internal and external doors, including fire doors
- window frames, handles, hinges & misted double glazed units
- heating & hot water systems, including gas, electrical and non-standard systems
- leaks to roofs, service pipes, rainwater pipes and gutters
- drainage systems and clearance of blocked internal and external
- electrical supply, electrical fittings and mains powered smoke alarms
- building structure including roofs, walls, floors, staircases & balconies
- defective wall and ceiling finishes
- disability aids and adaptations
- garages attached to properties and garages within blocks
- boundary walls, fences, gates and hard landscaping
- communal repairs to blocks and estates.

Q7. What repairs are tenants responsible for?

Tenants are responsible for the following repairs:

- repairs to wall and ceiling finishes (minor repairs including filling holes and hairline cracks)
- redecoration due to wear & tear
- replacing plugs and chains

- clearing minor blockages to sinks, basins, baths, toilets, showers
- replacing shower heads, rails or curtains
- replacing standard light bulbs
- replacing toilet seats, bathroom accessories, curtain rails
- maintaining private gardens & repairing garden sheds
- replacing lost door or window keys
- gaining entry due to lost or forgotten door keys
- repairing any accidental or intentional damage caused by you or visitors to your home
- Repair or replacing floor coverings outside of the kitchen and bathroom
- Replacing batteries in smoke detectors
- cleaning and treating minor mould growth
- bleeding radiators
- topping up boiler pressure.

Q8. What repairs are homeowners responsible for?

Homeowners are responsible for the following repairs:

- repairs inside their home and that are not connected to a communal system.
- repair or replacement of the flat door
- repairs to glazing.

RHP are responsible for communal repairs, repairs to the building structure and repairs to homeowner window frames.

Q9. How can I book a repair?

You can book essential repairs online through your RHP online account which you can set up at: www.rhp.org.uk

You can also call us on 0800 032 2433 to make an appointment.

You will need to call us to book an emergency repair during business hours and out of hours.

Please note: our online appointment booking system won't be available from 2 May during our transition between our current and new repairs partner. Further details of this are covered in Q12.

Q10. How can I book a gas servicing appointment?

Smith & Byford will contact you by letter when your annual gas service is due. The letter will notify you of the appointment date. If the appointment offered is not convenient you can contact Smith & Byford or RHP to reschedule the appointment.

Q11. How can I book an electrical check?

Smith & Byford will contact you by letter when your periodic electrical test is due. The letter will notify you of the appointment date that Smith & Byford would like to attend. If the appointment offered is not convenient you can contact Smith & Byford or RHP to reschedule the appointment.

Q12. Will there be any changes before 1 June?

To manage the transition between our current partners and our new ones, we need to make some temporary changes to our service throughout May.

What this means for you

From 2 May, you won't be able to book an essential repair online and you will need to call us on 0800 032 2433 to make an appointment. The process for booking an emergency repair will remain the same and you will still need to call us.

We'll be monitoring the situation, and this may carry on into early June. We'll keep you updated on when the online booking service is open again.

We've made this decision to limit disruption to the service as much as possible.

Repairs might take a bit longer to get sorted for you during this period, therefore we ask that if you can, you only book an appointment for anything that is urgent.

Thank you for your patience during this time.

There will be no change to the way we carry out gas and electrical checks.

Q13. Will I notice an improvement in the service?

Like many other housing providers across the UK, our repairs service is currently under pressure with high demand, due to a number of external challenges. You can read more about this [here](#).

We're confident these new partnerships will have a positive impact on our service, responding quickly to keep your homes safe, warm, and comfortable. We hope you notice a difference from June, and further improvements after that as we establish our new partnerships. We'll be providing a range of opportunities for you to feedback on our repairs service so that we can keep getting better.