

## Reporting a repair

You can still report repairs by phone via **0300 456 2929** and choosing **option 1**.

You can contact the out of hours emergency line in the same way. If you cannot get through, please use: **020 3697 1153**.

# axis

## ALL AREAS

INTRODUCING OUR NEW REPAIRS SERVICE PROVIDER



# Dear Resident

As you may know by now, our contract with Mears, who have provided your repairs service for the last eight years, is coming to an end. We held an open competition for a new provider, and as a result, selected Axis. Axis will be taking over from June 3rd and we're working together to make the changes as seamless as possible. The initial months of the new repairs services may provide some challenges for us, but we'll be doing our best to provide a great service from day one, and will be introducing new improvements over the coming year. You can find out more about this inside.

One of the things you'll notice is that some staff will be different, but many previously with Mears will now be employed by Axis. We hope you'll also notice a wider range of appointment times that suit you.

The repairs ordering process will remain the same and you can also use MyTVH if you'd like to order repairs online. More details on that are inside.

We hope you'll be happy with the service Axis provides. Do let us know your views.

Niall O'Rourke  
Assistant Director  
of Property and Asset Management  
May 2014

“We hope you'll also notice a wider range of appointment times that suit you...”





# WHAT'S NEW?

As you would expect, with Axis taking over our repairs service, over time we're aiming to bring in some changes that will improve the service we provide. These will include:



A wider choice of appointment times, including evenings and weekends



Axis will provide more operatives, meaning you shouldn't have to wait as long for an initial appointment



Axis using 'multi-trade' staff to increase their ability to deal with more than one type of repair and get it right first time



Appointment slots for communal repairs, so residents know when the work is completed



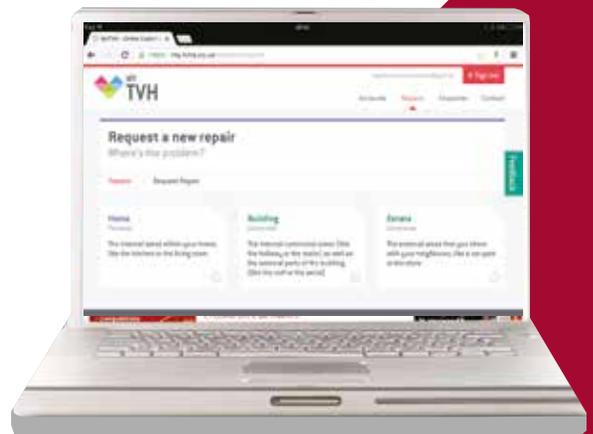
We'll be bringing in these changes as we go along so please do let us know what you think, through our regular satisfaction surveys.



If you register for online customer services, MyTVH, through the TVH website, you can request repairs at any time as well as track their progress.

You can also view information on communal area repairs which have been requested by you, your neighbours and TVH staff.

To find out more about how to register for MyTVH, go to [www.tvha.co.uk/customer-services/mytvh](http://www.tvha.co.uk/customer-services/mytvh)



# WHAT TO EXPECT

You'll recognise Axis staff by their distinctive logo alongside the TVH logo on their vans, uniforms and ID badges.

Here are some examples ...







Axis specialises in the improvement and maintenance of Housing, Retail and Commercial properties. Their track record of delivering a service focused on the needs of residents and the strong work they do in the communities they serve were among the reasons we chose them as a our new service provider.

# AXIS IN THE COMMUNITY

## RESIDENT TRAINING

Axis will be running training sessions for TVH residents including Construction Awareness sessions for local people looking to get into the industry, DIY workshops and graffiti paint-out projects as well as offering work experience placements.

## APPRENTICESHIPS

Axis is committed to employing 10% of its workforce through apprentice positions, helping young people from the areas they work in to start careers. Two TVH residents a year will be given the chance to become Axis apprentices.



Axis would welcome bids from TVH residents for funding of projects through the Axis Foundation. The Foundation is a charity aiming to provide opportunities and support to people, projects and causes that make a positive lasting impact on communities.

[www.axisfoundation.org](http://www.axisfoundation.org)



The word "axis" in a bold, lowercase, sans-serif font, with a yellow dot above the 'i' and another yellow dot below the 's'.

“Axis is committed to employing 10% of its workforce through apprentice positions”