Can you help us build a better repairs service?

As part of our commitment to improve services to residents, we are moving our repairs service, plus annual gas and electricity servicing, to new contractors next year.

We know how important repairs are to you so we are looking for several residents to help us design the new repairs service and take part in choosing the new contractors.

This is an opportunity to get involved at the start and help to shape the new services. We'll provide training and support for you along the way and reimburse any out-of-pocket expenses.

Brighter Places

Building better futures

How you can shape our new repairs service

There are different steps to choosing the new contractors. Ideally, you will be involved with every step.

Steps to choose new contractors	How you can help
1 Say what we want and test potential contractors against this.	Write some questions to find out what potential contractors say about things that are important to you. Score the contractor answers to your questions.
2 Meet potential contractors and find out more about the services they can provide.	Take part so the resident voice is heard and ask potential repairs contractors the questions you want answers to. Share your thoughts on each contractor to help decide who is best to provide the new services.
3 Monitor and review the service once it is live.	We want to include residents in the regular monitoring of the contracts. We'll agree how this will work before the new service goes live.

What we are asking of you

We are looking for several residents to help us choose the next repairs contractor.

You will need to be able to commit some time between June and September this year to help us.

We will provide training or support, and everything can be done either in person or online.

This is a great opportunity to help us redesign our repairs service to improve the experience for all residents.

If you would like to help, please contact engagement@brighterplaces.co.uk by Friday 31 May 2024. Or let us know if you would like more information before applying.