New repairs and gas service contractors

Two new contractors will provide repairs and gas services to Brighter Places residents from 24 March

Responsive repairs will be done by

ian williams

Gas checks and heating services will be done by

Sureserve Compliance

Ian Williams and Sureserve Compliance join us as part of our commitment to co-design services with residents and improve our repairs service.

We are delighted to welcome both contractors to help us make sure all residents have safe, warm, good quality homes.

Find out more inside

Brighter Places
Building better futures

ian williams
YOUR HOME REPAIRS SERVICE

Brighter Places

Responsive repairs service

Ian Williams will do all repairs in resident homes from 24 March.

They are a privately-owned business and specialists in social housing repair and maintenance work. Established over 79 years ago, their head office is in Chipping Sodbury just outside Bristol.

What you can expect from Ian Williams:

- A commitment to the safety and well-being of you and your home
- Their operatives work to six company principles - collaboration, honesty, respect, integrity, adaptability and ownership

- When visiting your home Ian Williams operatives will:
  - arrive in vans with Brighter Places and Ian Williams branding
  - carry clear photo ID badges
  - wear branded uniforms and appropriate Personal Protective Equipment (PPE)
- They will work with Brighter Places to listen to your views and make sure they keep adapting the repairs service to meet residents' needs

Meet Ian Williams

Ian Williams will be holding resident roadshows and events so you can get to know them better. These will be a great opportunity to meet the dedicated Ian Williams team, ask any questions and find out more about them.

Dates and details will be shared with residents soon.

Sureserve Compliance

Annual gas checks and heating services in resident homes

Sureserve Compliance will do all annual gas checks plus boiler and heating repairs from 24 March.

They have a long history of providing gas and heating services in social housing.

Sureserve Compliance are committed to making sure that your appliances are safe and that you feel respected in your home.

What you can expect from Sureserve Compliance:

- They will contact you directly to arrange your annual boiler service when it is due

- When visiting your home Sureserve engineers will:
  - arrive in Sureserve branded vehicles
  - wear a visible ID card and show it to you before entering your home
  - wear Sureserve uniform and appropriate Personal Protective Equipment (PPE)
  - explain all proposed works to you before they start
  - treat your home with respect and take relevant measures to protect your property during the works

Sureserve Compliance engineers are professionals and always work to their business standards and values.

Your new repairs service - what happens next

Ian Williams will complete all repairs logged from 24 March onwards.

There may be a delay as they work through any backlog of existing repairs jobs. Please bear with us whilst we get things up and running.

How to report a repair

There will be no change to how you report repairs.

- Complete the 'report a repair' form on our website: **www.brighterplaces.co.uk/report-a-repair**
- Call **0117 942 4600**

This is the only way to report a repair.
Do not contact Ian Williams directly.

ian williams
YOUR HOME REPAIRS SERVICE

Brighter Places

Sureserve Compliance