




Our ref: Repairs service update

Monday 29 June 2020



SW9 Community Housing
6 Stockwell Park Walk
London, SW9 0FG

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info@sw9.org.uk 
0207 326 3700 

Dear Resident,

Repairs service update

Further to the government's recent relaxation of the national lockdown measures, I am writing to update you on SW9's plans to return your Repairs service to normal levels.

As you are aware, during the lockdown period SW9 has been undertaking emergency repairs only. This was necessary so that we could prioritise important works and carry them out in a manner that was safe for residents, staff and the wider community. We are grateful to you for the understanding and support that you have shown for the reduced service during this time.

From July 13 2020 SW9 will begin to work through its backlog of non-emergency repairs (including communal repairs). While we work through this backlog, responding to urgent or routine repairs will take longer than normal. We will be completing work based on our existing repairs priority scales. These are:

1. Emergency repairs.
2. Non-emergency repairs.
3. Urgent repairs.
4. Routine repairs.
5. Planned repair works.

Although this means we won't be reintroducing routine repairs immediately, the intention of prioritising works in this manner is so that a normal service can resume as quickly as possible. It is currently anticipated that may be likely by early September.

About your repair

To understand how your repair is prioritised, when it is due for completion, or to report a repair, please contact a member of our team:

- **Telephone:** 0207 326 3700
- **Email:** repairs@sw9.org.uk
- **Website:** www.sw9.org.uk using our Report a Repair page

When we are due to attend to complete a repair, we will notify you by letter, telephone or by text message and explain the Covid-secure measures we will expect you to take to keep your household safe during our visit.

During this 'normalisation' period, our out of office hours service provider Pinnacle will continue to manage calls made to SW9 outside of normal business hours, but will only forward emergency repairs to our repairs contractor, Chigwell (London) Ltd.

Change in repairs contractor

I would also like to take this opportunity to remind you that SW9's contract with our current repairs contractor, Chigwell (London) Ltd, will end in October 2020. SW9 are actively procuring a new repairs contractor to take over at the end of this contract.

How to keep updated

I will write to you again should these plans change. In the meantime, please use the methods below to keep informed of our latest updates:

- **Website:** www.sw9.org.uk
- **Facebook:** SW9 Community Housing
- **Twitter:** @sw9housing

If you have a service query, we have also introduced a Frequently Asked Questions page on our website that may assist you. You can find this at:
<https://www.sw9.org.uk/advice-and-support/frequently-asked-questions-faqs/>

Yours faithfully,

Simon Hall
Interim Property Services Manager
SW9 Community Housing