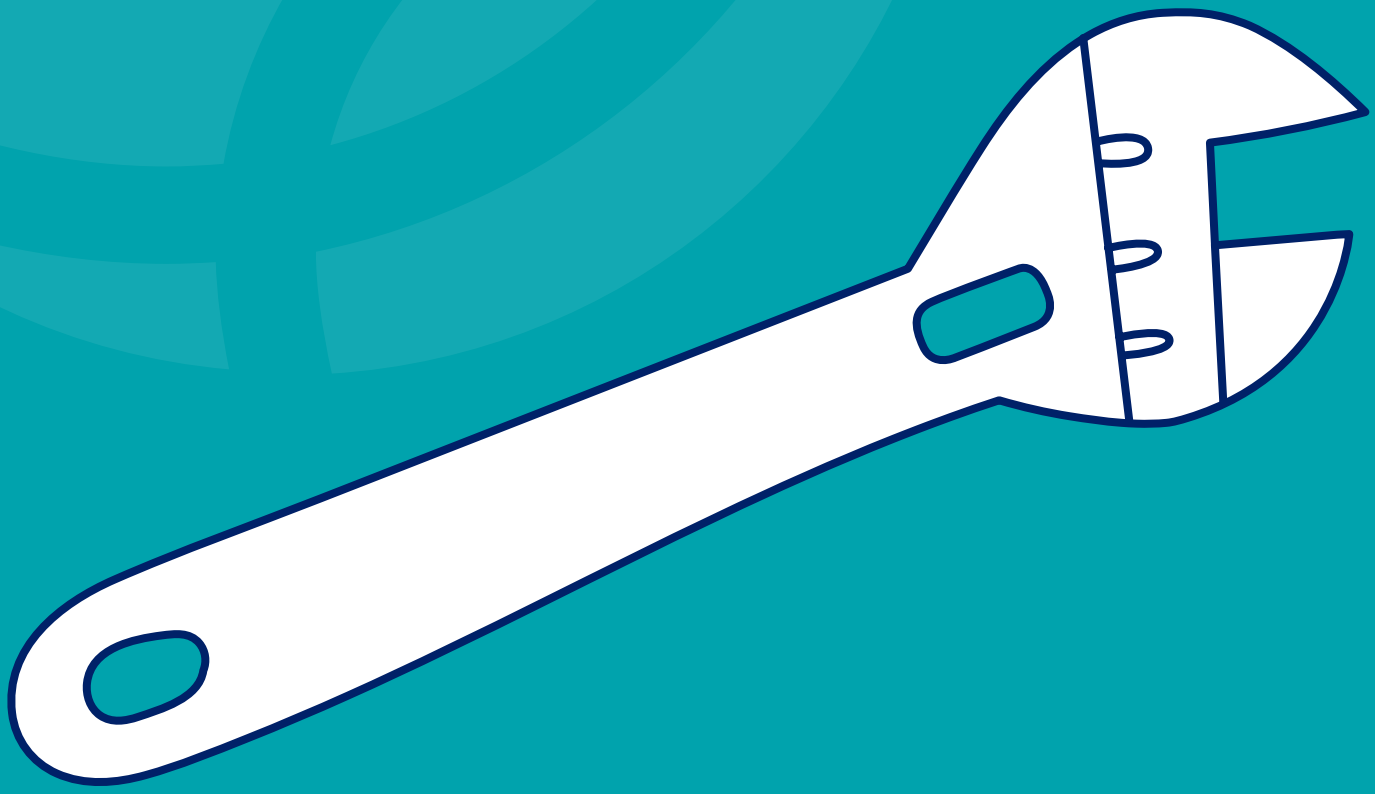
orbit



Repairs and Maintenance Services

Frequently Asked Questions (FAQs)

orbitcustomerhub.org.uk

Sussex, Surrey & South

We know repairs are one of the most important services we provide. Over the past 12 months, we've been listening to customers and working together to design a better repairs service for the future.

Customers have told us they want repairs completed more quickly, with better communication and more confidence that we'll get things right first time.

Frequently Asked Questions	Answers
What's changing?	We've listened to customer feedback and looked at how we can improve our repairs service. From Thursday 1 April 2027, Ian Williams Limited will carry out most emergency and routine repairs, while TCL Group Ltd will support us with larger and more complex repairs. Customers told us they want repairs completed to a high standard, clearer communication and a more responsive service. By delivering most routine repairs through Ian Williams Limited, we can work more closely with customers, respond more quickly to feedback and take greater responsibility for the service we provide.
Who will provide repairs and maintenance services in my area?	From April 2027, repairs will be delivered in the following ways: **Emergency and routine repairs** - These services will be delivered by **Ian Williams Limited**. Emergency and routine repairs including work reported by customers or identified through inspections that can be completed within agreed timescales, such as: • Electrical faults • Plumbing • Doors, windows, and locks • Minor roofing • Plastering and brickwork • Fencing • Damp and mould treatment • General maintenance and small improvements. **Major repairs and additional support work** - These services will be delivered by **TCL Group Ltd**. Major repairs and additional support work, including larger or more complex repairs, such as: • Building structure • Drainage work • Insurance-related projects • Roof replacements • Specialist asbestos removal.

Frequently Asked Questions	Answers
Will the repairs service I receive change?	The repairs available to you won't change. The main difference is who carries out the work, how we manage it, and the response times involved. For example, we're working towards completing routine repairs within 21 calendar days rather than 28 calendar days.
Why have you chosen Ian Williams Limited to deliver emergency and routine repairs services?	Customers told us they wanted a more local service, better communication and greater accountability. Working with Ian Williams Limited for emergency and routine repairs will help us deliver these improvements and provide a more responsive, locally focused service.
Why have you appointed TCL Group Ltd?	We've appointed TCL Group Ltd to support us with larger and more complex repairs. They were selected because they have the experience, skills and track record needed to help us deliver a reliable, high-quality service for customers.
How will this help our customers?	These changes are designed to improve your experience when you need a repair. They will help us provide: • a more local repairs service • clearer communication and updates • greater accountability when things go wrong • improvements based on customer feedback • a more consistent experience • better value for money so we can continue investing in homes and services.
What happens between now and April 2027?	Nothing is changing just yet. Your current repairs service will continue until Wednesday 31 March 2027. For now, please continue reporting repairs in the usual way.
How were the new partners selected?	We followed a formal selection process to choose partners with the right experience, skills, and track record. We also considered customer service, value for money, sustainability, and customer feedback so we could better understand what matters most to you.

Frequently Asked Questions	Answers
How have customers influenced these changes?	Customer feedback played an important role in shaping the new service model. Customers told us they wanted: • better communication • a more responsive service • greater accountability • fewer hand-offs between different contractors • a better overall repairs experience We've used this feedback to help shape our future repairs service.
How will you make sure the service is delivered well?	We'll closely check the service and listen to customer feedback. We'll regularly review repair times, the quality of work carried out, customer satisfaction and how well we're communicating with customers.
Can the arrangement with the new partners be ended if performance is poor?	Yes. We'll regularly review performance and take action if standards aren't met. If needed, we can end the agreement and appoint an alternative provider.
Will these changes affect the cost of repairs?	We use agreed pricing arrangements to help make sure repairs are delivered fairly and provide good value for money. We'll share more information if there are any changes that affect customers.
Will these changes affect my service charge?	Service charges are calculated based on the services and work provided. While charges can vary depending on the work needed and individual circumstances, our aim is to deliver better value for money while achieving a high standard of service.
Do I need to do anything?	You don't need to do anything at this stage. Your current repairs service will continue as normal until **31 March 2027**, and you should continue to report repairs in the usual way. We'll keep you updated and contact you again before the new arrangements come into effect on Thursday 1 April 2027.

Frequently Asked Questions	Answers
Are any other improvements planned?	Yes. These improvements are part of a wider programme to improve our property services. We're introducing new technology and plans for future home improvement contracts, which are expected to begin from April 2028. We'll continue to share updates as these plans progress. Alongside the changes we're making to our repairs service, we're also working with customers to understand what's important to you when we deliver bigger improvement projects in your homes and communities, such as fitting new kitchens and bathrooms. We're in the process of choosing new partners for these services with new contracts expected to begin on 1 April 2028. We'll keep you updated as we work through this process. You can read more and keep up-to-date on progress by visiting **orbitcustomerhub.org.uk/new-partners**.
How can I find out more?	If you have any questions, visit **orbitcustomerhub.org.uk/new-partners**. We'll continue to share updates there as we get ready for the new arrangements to begin.