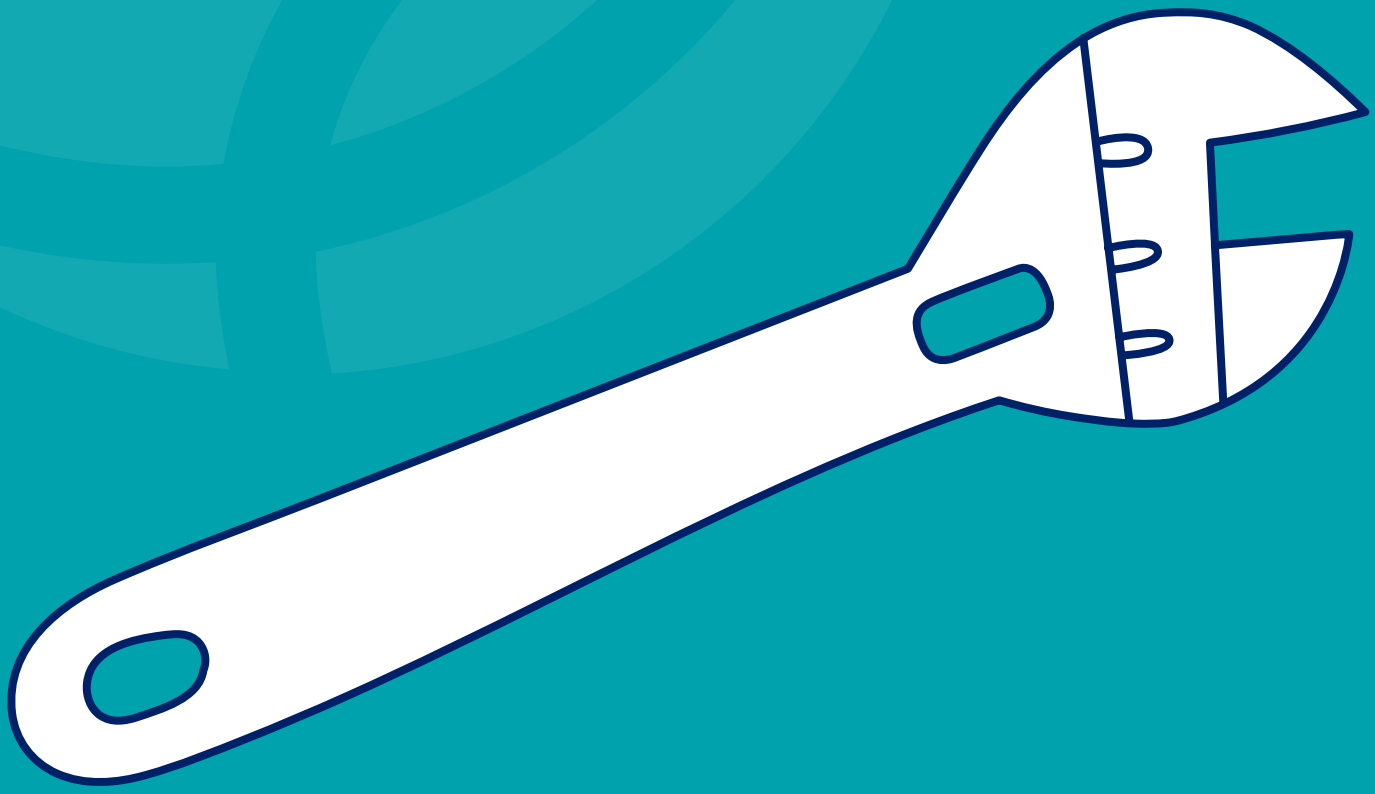
orbit



# Repairs and Maintenance Services

Frequently Asked Questions (FAQs)

**orbitcustomerhub.org.uk**

Stratford & South Midlands

From **1 April 2027, we'll launch our own repairs service in your area**. This means your day-to-day and emergency repairs will be carried out by trained and qualified Orbit colleagues. They'll wear Orbit uniforms, drive Orbit vans and as part of the Orbit team, they will share our values and commitments to customers.

By bringing more of the repairs service into Orbit, we'll have greater control over quality, communication and performance, helping us deliver the service our customers expect.

| 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, **our own repairs team** will carry out most emergency and routine repairs, while **Hardyman & Co Ltd** will support us with larger and more complex repairs.<br><br>Customers told us they want repairs completed to a high standard, clearer communication and a more responsive service. By delivering most routine repairs through our own team, 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:<br><br>**Emergency and routine repairs** - These services will be delivered by **our own repairs team**.<br><br>Emergency and routine repairs including work reported by customers or identified through inspections that can be completed within agreed timescales, such as:<br><br>• Electrical faults<br>• Plumbing<br>• Doors, windows, and locks<br>• Minor roofing<br>• Plastering and brickwork<br>• Fencing<br>• Damp and mould treatment<br>• General maintenance and small improvements.<br><br>**Major repairs and additional support work** - These services will be delivered by **Hardyman & Co Ltd**.<br><br>Major repairs and additional support work, including larger or more complex repairs, such as:<br><br>• Building structure<br>• Drainage work<br>• Insurance-related projects<br>• Roof replacements<br>• Specialist asbestos removal. |

| Frequently Asked Questions | Answers |
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| **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 Orbit's in-house repair team to deliver emergency and routine repairs services?** | Customers told us they wanted a more local service, better communication, and greater accountability. Our own repairs team will carry out most day-to-day and emergency repairs in your area. This means we'll take greater ownership of the repairs service and have more direct control over the experience you receive. We'll still work with specialist partners when larger, more complex repairs are needed or when additional support is required. |
| **Why have you appointed Hardyman & Co Ltd?** | We've appointed Hardyman & Co 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:<br>• a more local repairs service<br>• clearer communication and updates<br>• greater accountability when things go wrong<br>• improvements based on customer feedback<br>• a more consistent experience<br>• 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. |

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| **How have customers influenced these changes?** | Customer feedback played an important role in shaping the new service model.<br>Customers told us they wanted:<br>• better communication<br>• a more responsive service<br>• greater accountability<br>• fewer hand-offs between different contractors<br>• a better overall repairs experience<br>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 Hardyman & Co Ltd 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.<br>Your current repairs service will continue as normal until **31 March 2027**, and you should continue to report repairs in the usual way.<br>We'll keep you updated and contact you again before the new arrangements come into effect on Thursday 1 April 2027. |

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| **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.<br><br>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. |