

Mears appointed to South Cambridgeshire District Council repairs and maintenance service

3 years ago



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South Cambridgeshire District Council has appointed Mears as its repairs and maintenance contractor with plans for a renewed and extended service, for the district's 5,200 council homes.

The contract, which began on 3 October, will see Mears carry out all responsive repairs work across the district's social housing properties, providing quick and effective repairs, including boiler servicing for council tenants.

The contract is designed to significantly contribute to the target of decarbonising its housing stock by 2050, with Mears providing support for applications to decarbonisation funding.

The all-new repairs contract with Mears provides an improved service which uses modern technology to offer convenient appointments with extended, more flexible hours. Repairs will now take place between 8am and 8pm Monday to Friday, and 8am to 1pm on Saturdays.

Customers waiting for a repair can, if they wish, be kept updated by automated text and have access to a live tracking system, giving details on their repair, as well as a picture of the operator who will be visiting, adding an extra level of security for vulnerable tenants.

The software also provides the resident with an immediate satisfaction survey, letting the council and Mears know how they feel about the service they have received.

Aside from the immediate customer service benefits, Mears has committed to helping reduce fuel poverty and supporting the council to deliver Net Zero by 2050 by improving existing housing stock as well as preparing for future projects.

Mears will also support local employment and apprenticeships with work experience programmes, schools' careers workshops and free training, as well as tackling social isolation through offering access to recycled IT equipment and a handyperson service for sheltered schemes.

Councillor John Batchelor, South Cambridgeshire District Council's Lead Cabinet Member for Housing, said: "This is a significant contract for the Council and during the tender process we were clear that the successful provider would have a focus on helping us to meet our ambitions to deliver greener, more energy efficient homes and to help those in our communities who are most in need.

This partnership forms part of our commitment to providing a safe and efficient service for our tenants, which goes much further than just repairs, while also ensuring we get the best value for our money."

Peter Baldwin, Managing Director at Mears, added; "We're pleased to have been appointed to serve social housing tenants in South Cambridgeshire and are committed to delivering an outstanding repairs service which is fit for the future.

"Mears' aim is to always be a safe pair of hands for residents and will bring a wealth of experience in repairs contract delivery. We recognise the value of our partnership with South Cambridgeshire Council will bring and are looking forward to supporting its vision to reinvent its repairs service for the future."