

REPAIRS DIRECT

“Why use us”



Wayne Campbell

Where we have come from...

- Loss making service to income generating business £2.4m last year, with surpluses of £267,000 reinvesting into services for customers.
- Staffing levels reduced by 18% productivity increased



- New Technology = mobile working, depot and fuel savings
- Reducing waste charges by 28%
- Saving £20k retraining staff & setting up in-house gas team for voids

Where we are now “Safe pair of hands”



8,100
homes



82 branded vans



97.35%

Repairs right first time compared
with 94.7% last year



£11m budget
of which £4.5 million
is new works



99.12%

Customer satisfaction
rate with our repairs
service, compared to
98.35% last year



‘Not-for-profit’
all surplus
reinvested



New customers
Age UK, Capital Works



Keeping
it local



32,866

Repairs on homes
(excluding gas repairs and servicing)

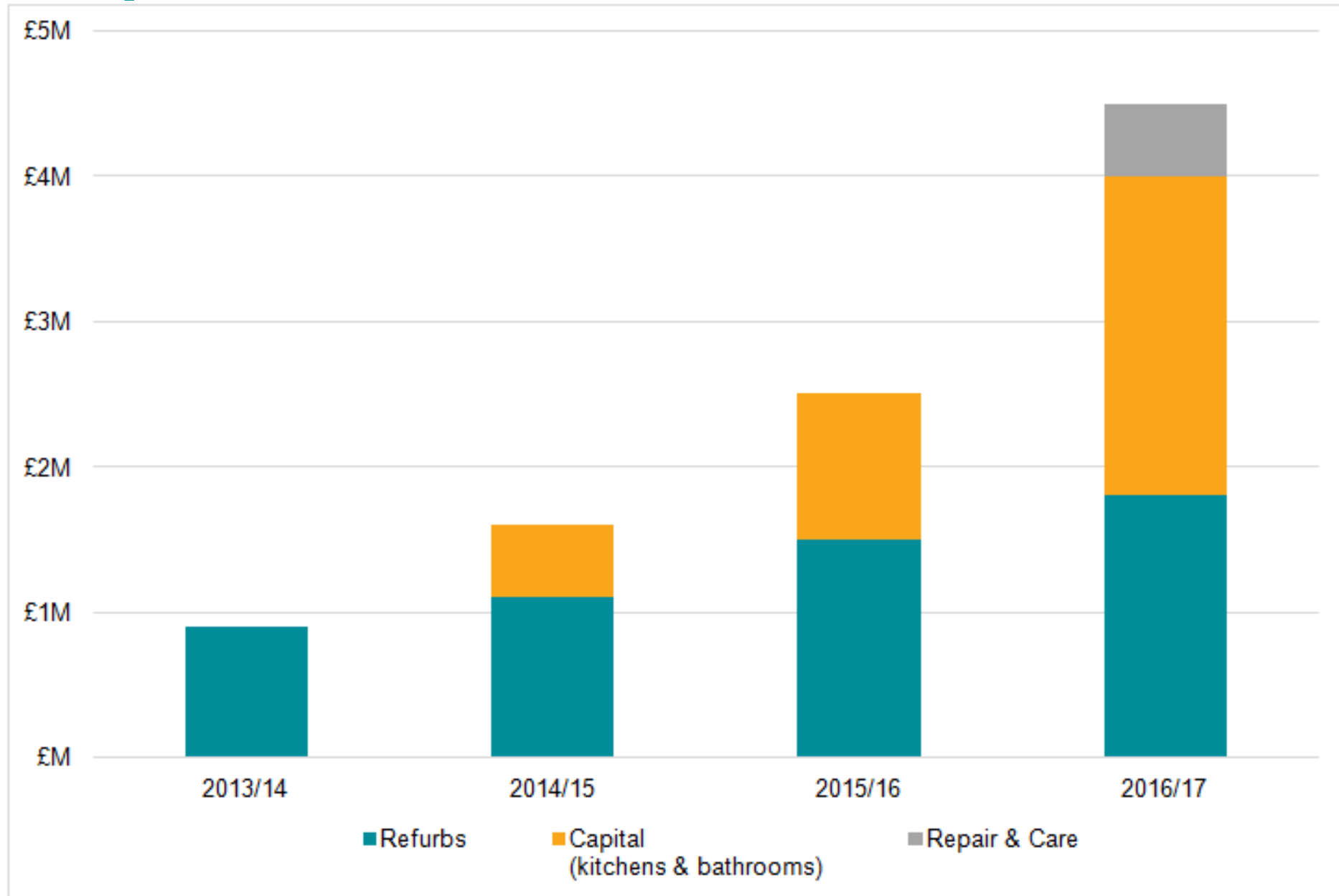


Community
benefits



**STEPS TO
SUCCESS**
SHAPE YOUR FUTURE
SIX TOWN
HOUSING

Repairs Direct Growth so far



Future Vision – New Works Team

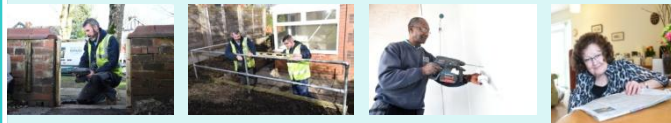
Capital



Refurbishments



Repair & Care
(Leaseholders)



Opportunities









Refurbishments



Refurbishments





Before

After



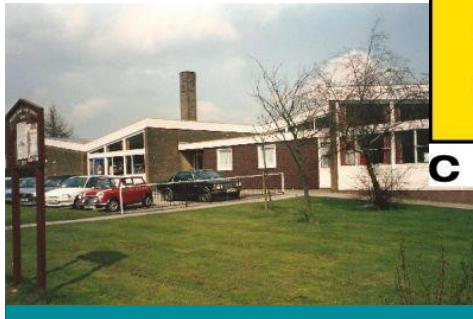






Repair and Care

New Customers

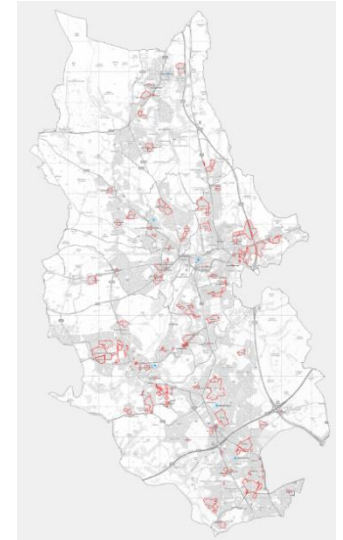


Schools

Bury
COUNCIL



**Facilities
Management**



Lease Holders



Gas servicing

What could we offer you

- 24hr Emergency Repair Service
- Day to day, one off minor repairs
- Adaptations, Minor and major
- Gas and Electric Service
- No job to big or to small
- Competitive rates

How much will it cost



**Additional
Banister rails**
£45



**Additional plug
sockets**
£60

Security Lighting
£60



**Gas
Servicing**
£45

Lever Taps
£55



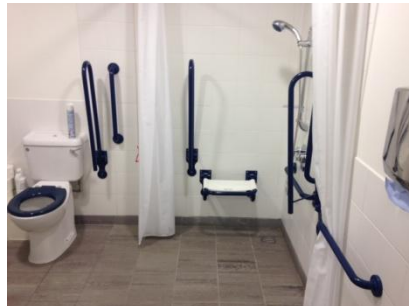
**Connecting up
Washing
machines**
£50



Fit Key Safe £25
**Supply and fit key
safe £75**



**Level access
Showers from**
£2750



Grab Rails
£35



**All prices are an approximate cost
including materials, we will give an
exact quote.**



Why use us

- We offer competitive rates
- We have a proven track record
- It matches are core business
- Reliability
- Security

Repairs Direct

