

Council Housing repair service moves to Qualis

Tenants renting their homes from Epping Forest District Council will receive day to day repairs, planned maintenance and emergency repair services from Qualis Management Ltd, part of the Qualis Group, the Council's new wholly owned company from Monday 28 September 2020.

What this means for tenants

The transition from direct provision to Qualis will be done with minimal disruption to EFDC housing tenants.

What is changing

Housing residents will call Qualis Management Ltd via the housing team telephone number for any repairs. They will deal with the same staff they may have got to know and will receive the same high-quality service.

The main changes that tenants will notice after 28 September will be contact details and the branding on maintenance vans, staff uniform and ID badge, which will show the Qualis logos.

The contact details are changing to:

- Call 0333 230 0464
- Email repairs@qualismanagement.co.uk

Reduced waiting times

As part of this change, a new ICT system will be introduced to help provide a better service.

It will use a GPS system to match a member of the repairs team nearest to the tenant in need. The team will not always be based at a central point, which will cut down travel time. It also means waiting times will be reduced and tenants can be given a more accurate estimated arrival time.

Qualis Group

Qualis Management Ltd is the management services section of the Qualis Group Ltd.

Qualis Group Ltd has been set up by EFDC and acts as a parent company that has responsibility for the overall performance and governance of the subsidiary companies.

One benefit to EFDC overseeing Qualis means that profit generated from the company will be reinvested into council services.

A greener way of working

Councillor Holly Whitbread, Portfolio Holder for Housing and Communities Services said: "The transfer of our housing repairs and maintenance service to Qualis will improve the quality of the service. Changes are being put in place to help enhance what we offer to our residents. Bringing the service for tenants into the 21st century.

Being able to assign jobs to staff in the areas they are already close to, by using the GPS system, will help save fuel, general wear and tear on the vans and equipment and therefore be a greener and more effective way of working.”