


# Meet your repairs and maintenance team

With bases in Shropshire and Staffordshire, Property Plus deliver award-winning repairs and maintenance services to our customers.

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Property Plus colleagues always carry ID badges and wear branded Property Plus clothing. Below you can find out more about the teams and the different kinds of work they carry out.

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Electrical team

### Electrical team

The electrical team undertake electrical work to all our properties including:

- General responsive electrical repairs.
- Electrical installation condition reports.
- Rewires and electrical remedial works.

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Facilities management team

### Facilities management team

The facilities management team look after the management of our offices and communal buildings and manage our team of cleaners.

The maintenance of communal grounds, such as the gardens around our retirement living schemes, are also the responsibility of this team.

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Fire risk assessment team

### Fire risk assessment team

The fire risk assessment team inspect and repair fire doors within our communal buildings and flats.

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Heating team

### Heating team

The heating team install new heating systems to our properties.

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Jetting and drainage team

### Jetting and drainage team

The jetting and drainage team use specialist equipment to clear blocked pipes and drains at our properties.

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Home improvements team

### Major repairs team

The Home improvement team carry out repairs which do not fall under the MOT schedule of works or responsive repairs. For example, they would undertake large roof repairs.

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MOT team

### MOT team

The MOT team work through homes an area at time. They have a checklist of work which may need to be undertaken to a home

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Planned maintenance team

### Planned maintenance team

The planned maintenance team fit new

- Kitchens
- Bathrooms
- Doors

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Rapid response team

### Rapid response team

The rapid response team deal with all emergency and urgent customer repairs which will take under an hour to complete.

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Responsive repairs team

### Responsive repairs team

The responsive repairs team deal with day-to-day customer repairs which do not fall within the MOT, HIT or planned maintenance programmes.

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Supervisors

### Supervisors


The supervisors are responsible for the day-to-day delivery of work from the team they manage.

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Supervisors

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Voids team

### Voids team

The voids team carry out work on empty homes, before they are re-let, to ensure the property meets our lettable standard.

To report a repair please call our customer services team on **0800 048 8955** or email **enquiries@homesplus.co.uk**