



ISLINGTON

WELCOME

**Housing Repairs Service: Islington Council
properties**

Introduction

“Islington’s new Consolidated Contact Centre is here to help. It’s your first stop for reporting everyday repairs and gas issues, whether you’re a tenant, resident, or leaseholder.”

“Our team asks the right questions to make sure your repair is handled by the right trade, at the right priority. We’ll then book an appointment that works for you, with either our in-house team or one of our trusted subcontractors.”

Islington Repairs

Islington are responsible for repairs to inside the home, plumbing, electrical, carpentry, gas and communal areas, such as, roofing drains etc.

Repairs are logged and appointment offered on that first call

Scheduler Planner responds and agrees to:-
Priority & response time for resident and contractor bookings.



Different Ways to Report Your Repair

Telephone – Call our Contact Centre directly on Freephone - 0800 694 3344

Landline 0207 527 5400

Online – Use the My Islington Portal

Email – Send us the details of your repair to repairs@islington.gov.uk

Text Message – Report quickly via SMS on

Additional support – Extra Services are available for vulnerable residents

Web page
www.islington.gov.uk/services/housing/repairs



My Islington: Housing account

What can residents do
Residents can link their housing (rent and repairs) account online, view their balance, charges, transactions, and housing benefits through My Islington

Housing providers contact list – Please contact housing providers below for repairs

Islington Council (for council-tenants) 0800 694 3344 (freephone) or 020 7527 5400 repairs@islington.gov.uk

<https://www.islington.gov.uk/housing/repairs-and-estate-management/repairs>

Partners for Improvement (PFI1 properties) 020 7288 8310 or Freephone 0800 587 3595 islington@rydon.co.uk

<https://www.partnersislington.net/contact-us/>

Clarion Housing Group 0300 500 8000 (24/7 emergencies) customerservices@myclarionhousing.co.uk

<https://www.myclarionhousing.com/repairs-and-maintenance/request-a-repair/>

Riverside Group (including former One Housing) 0345 111 0000 (24/7) / For former One Housing: 0300 123 9966 Use website repair form via contact link <https://www.riverside.org.uk/you-your-home/improvement-repairs/report-a-repair/>

Peabody Trust 0300 123 3456 Report via My Peabody online account, or call above <https://www.peabody.org.uk/your-home/repairs-and-improvements/request-a-repair/> (Peabody)

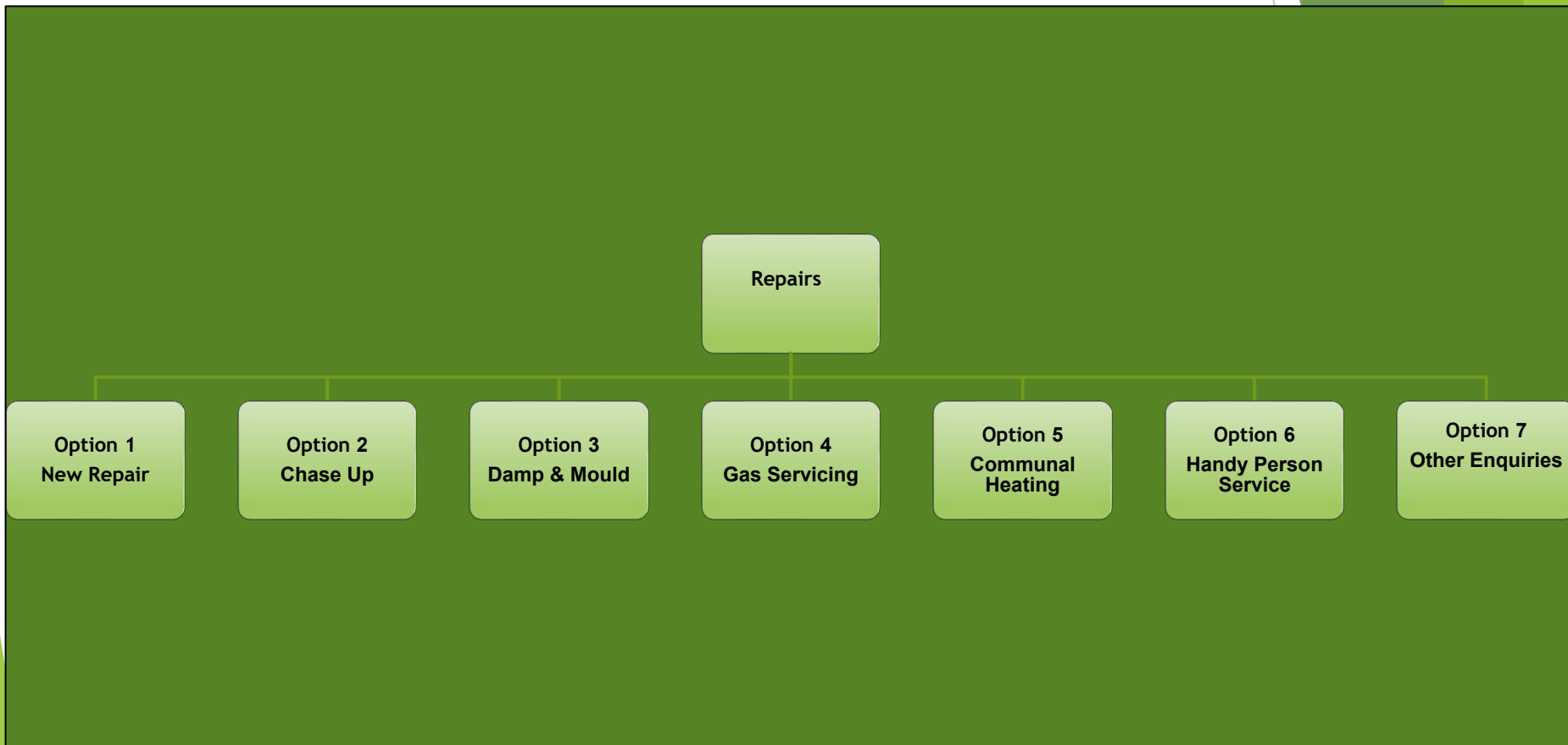
Metropolitan Thames Valley Housing (MTVH) 0203 535 3535 Use online repair request form via website <https://www.mtvh.co.uk/manage-your-home/repairs/>

Hyde Housing Group Freephone 08003 282 282 (24/7 for emergencies) Report via MyAccount online or call above <https://www.hyde-housing.co.uk/your-home/tenants/repairs-and-maintenance/>

L&Q (London & Quadrant)

0300 456 9996 (repairs) Online form via website; contact email via site <https://www.lqgroup.org.uk/your-home/repairs-and-maintenance/>

Call Options for Housing Repairs Service



Vulnerable Customers Support Services Includes:

Discretionary Repairs

1. Over 70s
2. In receipt of higher rate disability living allowance
3. In receipt of war disability pension

For deaf residents who need emergency repairs email deafemergencyrepairs@islington.gov.uk

Occupational Therapy

SHAW - Seasonal Health Affordable Warmth

Handypersons scheme | Islington Council - separate presentation on HP

On Call Translation Services

SHINE - Seasonal Health Interventions Network

BSL Sign Language Interpreting

Help on your doorstep

we work in partnership with HOYD to assist with repair issues for vulnerable tenants.

Islington Residents you can phone us on 020 3931 6080 or email us

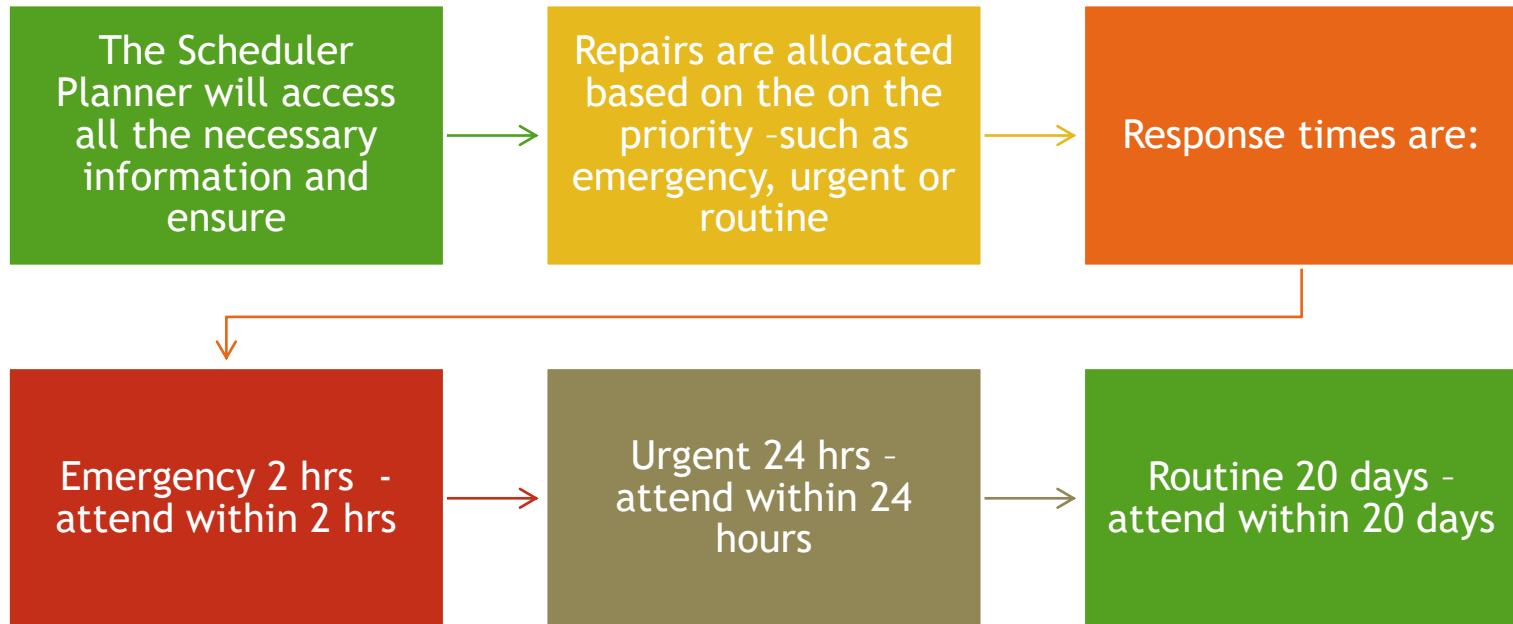
on connect@helponyourdoorstep.com

Scheduling Team

“The Scheduling Team works behind the scenes to keep things running smoothly. They make sure operatives have their daily work allocated in advance, and if something unexpected comes up, they’ll call you to explain and arrange alternative resource, so your appointment isn’t cancelled. Once your repair is done, they also make sure it’s processed right through to completion.”



Schedule - Prioritise - Booking Process



Arranging appointments with operatives and contractors

Operative are contacted with the details of the repair

The Personal Digital Assistant (PDA) transfers information to the operative and the operative updates the status of the repair, from start to completion.

Localz background app in partnership with Oneserve will give residents proactive information about operatives ETA and real time information when the operative is going to arrive. What you should expect:

Operatives will continue to use their PDA as previous.

The localz background app sends a notification to the operative to say their location is being shared when you select travelling. A SMS and a link is sent to the customer with the operative's location and an estimated time of arrival (ETA). Customers will be able to track your journey via localz real time tracking map.

When the operative arrives on site and sets the Oneserve app to 'Working', the Localz background app stops the live link, when the operative completes the job.

The customer can send a message directly to the operative using the link provided in their SMS. If the operative does need to reply to the customer, they can do this by responding to the notification that will pop up once the customer has sent a message through the link or going into the Localz background app on their PDA and respond.

The chat is uploaded to the dashboard transcript.




Overview of repairs for which Islington is responsible for from their Housing Stock

- ▶ Approx 26,000 tenancies and 10,000 leaseholders
- ▶ 2000 - 2500 repairs a week
- ▶ 99, 864 repairs a year
- ▶ Around 103k empty properties (voids) - Repairs carried out to bring back to let standard

Damp & Mould Update

▶ Lastly, I'd like to share an important update on our damp and Mould process, which has been newly implemented to ensure full compliance with Awaab's Law.

▶ As part of our ongoing commitment to resident safety and wellbeing, we now follow a bespoke damp and mould script that enables us to:

-  Collect all necessary information with precision
-  Categories repairs using the correct priority level
- ▶ •  Ensure timely and appropriate action

▶ This enhanced process is a vital step in strengthening our response to damp and mould issues and protecting the health of our residents. It reflects our dedication to maintaining safe, healthy homes and upholding the highest standards of care.

▶ There is a lot of advice on the Council Website re damp and mould.

▶ [Tackling damp and mould in Islington](#)

▶ [Condensation, damp and mould advice | Islington Council](#)

