

MEDIA INFORMATION FROM



A more visible service

Residents in Gravesham, Dartford and Maidstone will now be able to instantly recognise when the Gravesend Churches Housing Association (GCHA) handyman service is in their area after the organisation's livery has been added to the vehicle used.

The decision to have the vehicle painted to match the uniform of the handyman means the van is visible and instantly recognisable on the estates so that tenants can see him and approach him to talk about any issues or concerns they may have.

The current GCHA handyman service was introduced earlier this year and is part of GCHA's greater emphasis on health and safety, tenant-focussed activities and attention to detail.

"Making sure we get the small things that make a difference to people's lives right will help GCHA maintain its high level of satisfaction and set it apart from other housing providers," says Governance and Administration Manager Keely Henderson.

The handy van operates on a full-time basis, helping to ensure GCHA estates are in the best possible condition. The handyman carries out regular estate inspections, tests all fire alarms weekly, carries out minor repairs, removes dumped items and assists vulnerable tenants where possible.

He also has a role in monitoring GCHA's gardening and cleaning contractors, spot checking repairs and helping with voids.

The van does have timetabled visits but largely operates on an "as-needed" basis.

When tenants call GCHA to report a repair or issue the admin team decides if it is something the handy van can attend or whether to refer it to the maintenance contractor. The handyman is also handed tasks by housing team members when they are out visiting tenants.

Ends

Further media information is available from: Sue Grief t: 07786 437288 e: sue.grief@outlook.com