



**St Georges**  
COMMUNITY HOUSING

A strong future together - investing in homes, neighbourhoods and lives

St Georges Community Housing Ltd,  
Repairs Service Centre,  
Alpi House, 6 Miles Gray Road,  
Basildon, Essex, SS14 3HJ

[www.SGCH.org.uk](http://www.SGCH.org.uk)

**Contact** Tony Ashford  
**Dept** Property Services Business Manager  
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**Date** 7<sup>th</sup> August 2008

Dear Resident

I am writing to inform you of the changes to the repairs service, which will come into effect during the week beginning the 18<sup>th</sup> August 2008. Repairs to Council homes are currently carried out by Inspace but this will stop as of the 22<sup>nd</sup> August 2008.

St Georges Community Housing has made arrangements for all repairs to be carried out by two other contractors ALHCO and Connaught. ALHCO already carry out the gas repairs and gas installation works to homes across the Basildon District and will from 18<sup>th</sup> August, also carry out electrical and plumbing repairs works. Connaught who carry out works to the Council's empty properties will from the 18<sup>th</sup> August 2008 carry out all general building works to your home.

If you want to request a repair you can contact the Repairs Contact Centre on 01268 465000 and for any Gas Repairs contact 01268 596600. These numbers are the same if you require any out of hour's emergency works. Alternatively you can report a repair on line via [www.sgch.org.uk](http://www.sgch.org.uk)

SGCH has been working with Inspace and the new incoming contractors ALHCO and Connaught to ensure that there is a smooth transition period from the end of the Inspace contract and the commencement of the arrangement.

If you want to speak to us about the new repairs contract please contact the Repairs Customer Services Team on 01268 465000 who will happy to help you. All operatives working on behalf of SGCH will have new photo identification which will carry the logos of both the Company and St Georges. The ALCHO operatives will have new uniforms showing the joint logos. For your own peace of mind please check his or her identification before letting anyone into your home. If you are unsure of the operative's validity contact SGCH Repairs Service on 01268 465000 who will be happy to help you.

Yours faithfully

Tony R S Ashford  
Property Services Business Manager

Working on behalf of and in partnership with Basildon District Council



Awarded for excellence



INVESTOR IN PEOPLE

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