

We understand that changes to your property maintenance and estates services may raise questions or concerns. Here are answers to some of the most common questions to help reassure you during this transition.

1. When will the new provider be in place?

The new repairs provider will be in place by 1 July 2026. We will keep you updated throughout the transition so that you know what to expect and of the key milestones as the date of handover gets closer.

2. It's taken me a while to get my repair done/booked in. Will this cause further delays?

We're sorry you've had delays. We're working very closely with PPC to ensure that existing repair requests are carried out as soon as possible and will work with them to reduce the possibility of further delays as a result of this change.

3. Will I still be able to continue booking in repairs?

Yes, absolutely. You can continue reporting and booking repairs in the usual way. There will be no gap in service. If you've already reported a repair, we have a record of it.

4. I'm a leaseholder. Will my service charge be affected?

Potentially, your service charge will be affected, although that will not be known until we decide on a service specification and receive costs from providers. The price and value for money as well as quality of service will factor into our decision. You will be formally consulted through the Section 20 process before any decision is taken on any provider, and if your service charge is lowered or we are proposing an increase, we will be clear on this beforehand.

5. Will this cause a delay in repairs?

We're taking steps to ensure a smooth handover so that repairs continue without disruption.

6. Will the new provider understand my vulnerabilities and adjust to my needs?

Yes. If you have any vulnerabilities or support needs, we'll make sure the new provider is fully aware and trained to deliver a respectful and appropriate service. Where you have shared details of your needs with us, they remain on Rooftop's system.

7. Will having a new provider mean my rent is affected?

No. This change will not affect your rent.

8. Will you be changing what you repair and what is customer responsibility?

We do not expect any changes to the repair responsibilities.

9. Will you let me know who the new provider will be?

Yes. We'll inform you of the new provider's name before the changeover. All tradespeople will carry ID and will be clearly identifiable as working on behalf of Rooftop. We would welcome your involvement in helping us decide on the new provider when the time is right to do so. If you're interested in helping the selection, you can contact us at customer.engagement@rooftopgroup.org or call 01386 420800.

10. How will I know to trust the tradespeople who turn up at my home?

All tradespeople will carry ID. If you're ever unsure, you can call us directly to confirm their identity and your appointment. Genuine callers on our behalf will never be offended if they are asked to wait.

11. Will I be able to trust that the new provider will treat me, and my home with respect? Will you check that they are trustworthy?

Yes. We're carefully selecting a provider who shares our values. We'll monitor their work and conduct to ensure you, and your home are treated with respect. You can help ensure that by sharing what matters to you and getting involved in helping us choose the new provider. If you're interested in helping the selection, you can contact us at customer.engagement@rooftopgroup.org or call 01386 420800

12. Will you be using local tradespeople?

Where possible, yes. We will encourage the new provider to use local tradespeople wherever they can and make it part of our procurement criteria. It's likely that some colleagues working for PPC will transfer to the new provider.