

1. Have the new providers been selected?

We are planning to award our new Grounds Maintenance contract to Krinkels UK, subject to the contract being finalised and signed.

A preferred Repairs and Maintenance (R&M) contractor has been selected but due to the leaseholder consultation process (Section 20) we're not able to announce who it is until April.

2. What services will the new contractors carry out?

The new Grounds Maintenance contract will cover grass cutting, and shrub and border maintenance.

The new R&M contract includes responsive repairs and major works, damp and mould work, voids, planned works (kitchens, bathrooms, heating upgrades, roofs and decoration), asbestos surveys & removal, and domestic gas and electrical testing. Other services may be added during the contract.

The new contractor will also deliver an out of hours service for emergencies from August.

We will continue to use specialist contractors for lifts, water safety, door entry, communal gas and heating systems and renewables.

3. When will services begin?

Grounds maintenance services are expected to start in April.

Repairs and maintenances services are due to start on 1 July, however there may be a few weeks before that when the new contractor transitions in and Platform Property Care (PPC) transition out.

4. Will PPC operatives transfer to the new provider?

Some operatives will have the choice to transfer to the new provider.

5. Where can I find updates?

We will continue to update you via the Rooftop website, social media, and through our Residents Update newsletter.

6. Who do I contact if I have a question?

If you have any questions about the project, please let us know by emailing [enquiries@rooftopgroup.org](mailto:enquiries@rooftopgroup.org)