



PR BUILDERS

Introducing Frontier and PR Builders, Nehemiah Housing's new repair and maintenance contractors

Putting residents first is a priority at Nehemiah Housing, so when selecting a new repairs and maintenance service, they listened to you and your needs to help make their choice.

We are pleased to have been chosen as Nehemiah Housing's repairs and maintenance contractors and mirror their commitment to delivering high quality services. We hold tenant care, community and the environment at the heart of the service.

About PR Builders

PR Builders offer specialist expertise that is there to make our customers; lives easier, by responding to repairs.

We are happy to return to working with Nehemiah Housing having previously worked with them for over 25 years, delivering all types of re-active repairs and planned maintenance work.

About Frontier

Frontier Property Services is a small West Midlands based family run business, committed to offering our customers quality workmanship alongside excellent customer service. We recognize the importance of clear and honest communication; this is critical to Frontier in building and maintaining relationships with our customers

We will be working in partnership alongside Nehemiah striving to put the needs of tenants first. It is our aim whilst delivering timely repairs that tenants have a positive experience when interacting with the repairs team.

About your home repair service

Both Nehemiah Housing, Frontier and PR Builders are working hard to ensure this transition is seamless and we don't anticipate any disruption to the service you receive.

The only thing you should notice is the service improvements.

Reporting a repair is easy and the repairs call Centre is available 24 hours a day, seven days a week for your convenience. **The telephone numbers will remain the same.**

To report a repair and out of hours call us (24/7) on

0800 849 1400

from a landline or

03030 30 1000

STAGE
01



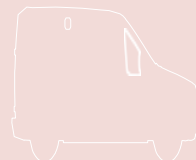
You can report a repair by calling 0800 849 1400 from a landline or 03030 30 1000 from a mobile

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02



Agree a convenient AM/PM appointment slot

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03



Designated contractor arrives to repair the problem.
Frontier Property Services – Birmingham, Sandwell & Coventry
PR Builders – Dudley, Walsall & Wolverhampton

STAGE
04



You're left happy with a problem-free home

Meet the Contractors

We will be conducting a series of meetings for our tenants, which will be conducted face to face and online, to give everyone the opportunity to meet our contractors, as we outline what to expect from our service.

On-line Meeting

Tuesday 19th September - 6:30pm – Online Meeting (details to follow)

Face to Face Meetings (at any of the below locations)

Wednesday 20th September 2023

10:30am – 12:00pm - **Henry Court** - 1 Charlton Street, Dudley DY1 3AF

2:00pm – 4:00pm – **Shanti Niketan** – 50 Johnson Street, Blakenhall, WV2 3BD

Thursday 21st September 2023

10:30am – 12:00pm – **Woodside House** – Lamb Close, off Kendrick Ave, B34 7SG

2:00pm – 4:00pm – **McCalla House** – Laburnum Street, Wolverhampton, WV3 0BT

If you wish to attend any of the meetings above, please contact **Marcia Cunnison, Customer Engagement Officer on 0773 970 5048** and leave your details (name, address, telephone number). Your invitation will then follow.