

# Responsive Repairs

An essential part of our core business is the provision of a high quality, resident-focused, responsive repairs service. We have a dedicated and fully trained team to manage and deliver high quality repairs, as we understand the importance of maintaining the high standard of our properties. Our staff strive to complete the works right first time in the most effective and efficient way.



## At A Glance

- Dedicated Repairs Call Centre
- 24/7 emergency service
- Flexible appointments at a time that suits the resident
- Emergency response within 2 hours
- Skilled and qualified staff with mobile devices, uniforms and BTS ID cards
- BTS branded vans with impress stock
- Customer satisfaction surveys
- Bespoke responses for vulnerable residents
- Tracked vans

We offer a complete responsive repairs service and our team can undertake repairs in the following trades:

- Carpentry
- Plumbing
- Decorating
- Plastering
- Electrical work
- Gas engineering
- Glazing
- Ground works
- Bricklaying
- Roofing
- Drainage

ASBESTOS MANAGEMENT STOCK SURVEYS ASSET MANAGEMENT DATA MANAGEMENT SYSTEMS DECENT HOMES PROJECT MANAGEMENT DESIGN SERVICES OPTION APPRAISAL NEW TECHNOLOGY LEASEHOLD SERVICES HEALTH & SAFETY BUILDING SURVEYING ELECTRICAL ENGINEERING HEATING ENGINEERING ADMINISTRATION SUPPORT ELECTRICAL INSTALLATION & TESTING CENTRAL HEATING SERVICING & REPAIR BRICKWORK & ROOF REPAIR CARPENTRY PLUMBING PLASTERING & TILING CLEANING FENCING DRAINAGE FASCIA & GUTTERS PVC DOORS & WINDOWS DECORATIONS ADAPTATION ASBESTOS MANAGEMENT STOCK SURVEYS ASSET MANAGEMENT

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**BTS** Building &  
Technical Services



**Building for the future**