



## Complete Property Service



Thenue's self service app



Please use the above QR code to download Thenue's Self Service Repair App

As part of our Reactive Repairs contract with the Mears Group, Thenue Housing Association will be carrying out a "Complete Property Service" (CPS) to a number of our residences.

This will entail a visit from a representative of Mears and a Maintenance Officer from Thenue. At this time a full assessment of the property will be carried out and all potential repairs noted. Mears will arrange a mutually suitable date to have these repairs carried out.

It is hoped that this kind of inspection and the repairs identified would result in less disruption to you in future and it would be our intention, where possible, to carry out any repairs that were picked up on one mutually agreed day regardless of the type and number of trades involved.

In order to cut down on aborted visits/no access etc. Thenue will be initially rolling this scheme out to those residents who are interested in having this carried out to their property.

It is hoped that this type of repair would result in less disruption to our customers as all trade repairs will be carried out, where possible, on the same day.

Even if a tenant requests a CPS, it doesn't prevent them for reporting any future repairs as and when they are required.

If you are interested please contact Thenue Housing Association by text, phone, website or app and we will register you on the waiting list for this service. Our phone number is 0141 550 3581, website [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk) or by using Thenue's Self Service App (download from above QR code).

