

## Working with CityWest Homes to Deliver a First Class Service to Leaseholders

### So, how does it work?

Under this programme, a FREEPHONE number is available for all leaseholders to contact our dedicated representatives, who can facilitate your query and arrange for a free inspection of the works required.

Our supervisors will then be requested to assess the repairs and provide you with a free, no obligation, quotation based solely on the CityWest Homes schedule of rates.



Please note however, there is a minimum charge of £75.00 (excl. VAT) for all works undertaken and emergency works at present, are not included within this service.

Upon acceptance of our quotation, a first time customer will be required to make payment in full, either by cheque or by our "new" phone payment process. A works programme will then be agreed, scheduled and carried out by Wates (Maintenance) direct employees (supplemented where necessary with specialist subcontractors). All works will be checked and monitored by our experienced supervisors and signed off upon completion.

**Returning customers get increased benefits; see overleaf for details.**

For further information on Maintenance and Building Solutions available for Leaseholders, please call:

**FREEPHONE 0800 652 0904**



**Wates Living Space (Maintenance) Ltd**  
*(formally Linbrook Services Ltd)*

c/o Travis Perkins  
Queens Park Distribution Centre  
Chamberlayne Road  
London  
NW10 3NB

Repairs Call Centre: 0208 206 5777  
Leasehold Line: 0800 652 0904  
Fax: 0208 964 8885  
Website: [www.wates.co.uk](http://www.wates.co.uk)



The graphic features a large blue circle containing the text "Maintenance and Building Solutions for Leaseholders". Above the circle is the "wates living space" logo, and below it is the "CITYWEST HOMES" logo. The background is light blue with a white curved shape behind the circle.

# Leasehold Services

Wates Living Space have been providing repairs and maintenance services to the residents of Westminster for many years, initially serving the council directly, and thereafter forming a partnership with CityWest Homes. From our local West London office, we deploy a team of dedicated, directly employed operatives that enable us to provide a flexible and responsive repairs service across the borough.



We continue to work closely with CityWest Homes in providing a first class service to their tenants and leaseholders across all estates, and for the foreseeable future we are the main repairs and maintenance contractor for CityWest Homes.

Over the last few years, Wates have successfully offered an independent repairs service to Leaseholders across the City of Westminster. The service allows for lessees to benefit from the same pricing structure negotiated by CityWest Homes, as well as the added benefit of Wates on-site presence and experience of similar properties. We have received a positive response to date and as a result we are introducing a Reward Scheme for existing customers who continue to use our services.

## **For our existing customers, 2013 sees the introduction of our "NEW" Reward Scheme.**

As a Thank You, for your return business, Wates Living Space are offering a 2 part Reward Scheme. Existing customers, who have used our services more than once, will immediately be eligible to receive a 5% discount off the final quotation amount.

In addition, return business customers will also benefit from a staged payment option. As a gesture of goodwill, returning customers will only be required to make 50% of their final payment prior to works commencement and the remaining 50% will be required to be paid upon completion of works. However, a minimum payment of £75.00 (excl. VAT) will be required for all works undertaken.



As a final amendment to the Lessee Program, Wates Living Space are also offering a 12 month works Guarantee for full kitchen and bathroom installations. All other works will be inspected and signed off as a joint inspection with a supervisor and the resident.



**For further information or to discuss your repair requirements, please contact Wates Living Space on **FREEPHONE 0800 652 0904****

*Please note that this service is completely independent to all services offered by CityWest Homes. This is a direct relationship between you, the lessee and ourselves, Wates Living Space (Maintenance) Ltd.*



*All queries and complaints are to be directed to the Wates Living Space (Maintenance) Ltd, Complaints Department, as there is no resource or address via CityWest Homes or their complaints procedures. Our details can be found below.*

