

The Trafford Housing Trust Repairs Roadshow is coming to town

11.00am – 3.00pm, 22nd July 2009
Vine Court, Stretford

- Come along and take part in various DIY skills at our stalls
- Report any repairs you may have and we'll inspect/complete the repair straight away*
- Speak to Managers, Inspectors and Tradesman who will be on hand to provide DIY advice and Trafford Metropolitan Borough Council's Trading Standards team
- Find out about the latest repairs technology available including Repairs Interfinder, Optitime and Text Alerts
- Gain advice on the latest regeneration projects and enjoy practical demonstrations
- Trafford Metropolitan Borough Council's Adult Social Services will be on hand to give advice, as well as Greater Manchester Police's Crime Reduction Team

With lots more besides, join us for a day of fun...



This is the third Roadshow of 2009.
Future Roadshow details coming soon.

*Only if the level of work is possible at this time.

 business for neighbourhoods

 **RESPECT** Give respect Get respect


INVESTOR IN PEOPLE



TRAFFORD HOUSING TRUST

Take part in
our quiz and
win £50 of DIY
vouchers!

FREE
energy saving
lightbulbs for your home
and more freebies from
Trafford Metropolitan
Borough Council

**Onsite
BBQ!**



Innovative Roadshows Engage The Community

Trafford Housing Trust is a large Social Registered Landlord that operates in Trafford.

We currently have approx 9500 properties and are the lead housing provider in Trafford. We have a direct labour organisation that carries out repairs to our tenants and residents. We strive to Exceed Expectations. We felt an innovative way of the communicating and engaging with our hard to reach residents was to hold a series of Road shows around the borough. They were held at Lloyd Gardens, Altrincham, Vine Court, Stretford, Pavilion Lodge, and Old Trafford and at The Tamworth Estate, Old Trafford. They were put on after consulting with our Repairs Focus Group as a way of consulting in a more "Hands On" way. It was also an opportunity to raise the profile of the excellent work the service carries out. Customers had the opportunity to "Have a go" themselves by trying plastering, unblocking sinks, isolating leaks and renewing door locks. We also had several stands including "Practical Advice" from our technical team on such things as fire prevention, damp and condensation and home improvements. Operatives were on stand by to give advice and carry out repairs while they were there. We were also able to showcase our technology that we use, Repairs Interfinder, Optitime and Text Alerts. We also gave away freebies such as Energy saving light bulbs; TV Power down sockets; Water savers and Computer down sockets.

There were also practical demonstrations by our trade people. Finally there was a quiz to help us gain feedback that was incentivised by a prize draw for B and Q vouchers. We evaluated the day and feedback was very positive, it is something we would do again.