

Monmouthshire Housing Association

Media Release

South Wales Argus
Abergavenny Chronicle
Monmouthshire Beacon
Freepress (all)
Community Housing Cymru

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- start -

While the rest of the country ground to a halt, MHA completes almost 700 urgent and emergency jobs over Christmas and New Year.

Despite the once in a generation weather experienced over the Christmas and New Year period Monmouthshire Housing tenants were able to avail of a top class maintenance and housing service despite the adverse weather conditions.

MHA staff worked 24/7 to ensure that its tenants suffered the least inconvenience possible regardless of the weather. MHA staff battled through the snow and ice (in some cases walking for miles on foot) to get to work both to answer incoming calls and send the emergency jobs out to our tradesmen and contractors around the county. Frequently our tradesmen were working until almost mid-night to get boilers working again and to repair leaks, then further staff worked on call-out throughout the night and at weekends.

The result of all of this effort was that all of the outstanding urgent and emergency repairs were completed with the minimum of fuss, delay and inconvenience. Likewise all incoming calls were answered, frequently by staff working from their own homes, when they were unable to get to work.

Picture below shows all of our phones being answered in our call centred on one of the days where there was the heaviest snowfalls.

- end -

Contact

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