

Railway Housing Association Testimonial



Since the beginning of 2020 we have carried out internal and external maintenance works for the Railway Housing Association properties including an out of hours service. Ranging from carpentry, plumbing, electrical and roofing works.

We spoke to Hilary Lewis, Onsite Warden and Lynda Brown, in Hereford about her experience to date:

“ It gives me peace of mind to know... there is someone local that is able to pop in and resolve the issue swiftly...”



How did you hear about GB Electrical & Building Services and why did you choose to work with them?

At Great Western Court, we always have two maintenance teams running to ensure our residents have the support they need 24/7. We wanted to find someone local in Herefordshire who could do out of hours repairs to properties. I researched online and spoke to Wayne Kostorz from our other maintenance team, John Kostorz & Sons. They are a local family run business who have done a lot of our day to day maintenance but aren't able to do the out of hours work. When I mentioned GB to them, they advised me that they were a really good company. They knew Jason Tobin from previous projects and advised that GB were a reliable company and would do a really good job.

How has the service impacted property/residents/staff?

Due to Covid we have had to change the way we work dramatically over the past year and I have had to step away from all people and the residents. It gives me peace of mind to know that if one of our elderly residents pulls the emergency cord in their homes late at night that there is someone local that is able to pop in and resolve the issue swiftly.

What are your thoughts on the aftercare and service throughout the process?

The service you have provided has been really good and meets our expectations, any problems we have had have been rectified promptly. We send out repair customer satisfaction slips along with a reply paid envelope for all repairs to be carried out, it's the residents choice whether they choose to return them. We have not received any slips from our residents, which can be a good indication they are happy with the repair.

If you were to recommend us what would you say?

If you are looking for a property maintenance service GB Electrical & Building Services are a good, local firm. Get in touch and see what they can do. We did and it has given us the peace of mind that our vulnerable residents need.