

# Do I contact Qualis or EFDC?

Epping Forest District Council (EFDC) set up Qualis Group Ltd in 2020 to enhance Epping Forest district through regeneration, investment and asset management to support the community.

Qualis Management is the asset management part of Qualis Group. To help you speak to the right person quickly and efficiently and clarify who you need to contact, we have listed below what services Qualis Management and EFDC deal with.



- ✔ General repairs – outside and inside your home and in communal areas
- ✔ Gas heating breakdowns/repairs
- ✔ Annual gas safety checks
- ✔ Electrical safety checks
- ✔ Void (empty) properties – Preparing them to hand back to EFDC to rent
- ✔ Planned works programme – full replacement of kitchen and bathroom installations and electrical rewires
- ✔ Customer Feedback including compliments, complaints and customer satisfaction (see contact below)

#### Contact Qualis Customer Service Centre

☎ 0333 230 0464

@ repairs@qualismanagement.co.uk

📍 qualismanagement.co.uk

💬 Available via our website above (Mon–Fri 10:00 – 16:30 except bank holidays)

#### For Qualis Management Customer Feedback please contact:

**Call our Customer Service Centre on the number above or**

@ feedback@qualismanagement.co.uk

📍 qualismanagement.co.uk/feedback/

- ✔ Major planned works programmes (incl. full window replacement, front and rear door replacement, complete roof replacement and estate regeneration)
- ✔ Properties with major structural issues.
- ✔ Some larger works will be referred to EFDC where their Housing Assets team will manage
- ✔ Authorisation for alterations to your home
- ✔ Estates and Land / Ground maintenance
- ✔ Disabled adaptations to your home following Occupational Therapist (OT) referral
- ✔ Tenancy and Housing enquiries
- ✔ Rent enquiries
- ✔ Home ownership/leaseholder enquiries

EFDC cover a wide range of services including council tax, recycling and rubbish collections, planning applications as well as many more services and these can be found on their website listed below.

#### Contact EFDC Customer Service Centre

☎ 01992 564000

@ www.eppingforestdc.gov.uk/