

# Repairs

service standard 2008-09



**We aim to provide a responsive repairs service achieving the highest standards of quality, safety and customer satisfaction.**

**Our repairs service will:**

- Provide an emergency service 24 hours a day, 365 days a year
- Attend and make safe all emergency repairs within four hours of them being reported and complete any follow up work within three working days
- Complete all routine repairs within 15 working days from when you report them
- Complete 85% of repairs on the first visit. Where this is not possible we will give you an appointment while we are on site for any follow up work
- Leave your home in a clean and tidy condition after carrying out repairs
- Complete all repairs to communal areas within 10 working days
- Service your main heating appliance each year along with your smoke and Homewatch alarm system
- Return within two working days if you are not completely satisfied with the quality of your repair
- Provide a handyman service from your local housing office to complete minor repairs
- Recharge repairs that are determined to be your responsibility
- Inspect communal areas twice a year
- Leave a calling card if you are not in giving you our contact details

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(continued)



- Appoint an insurance assessor if accidental damage is caused to your property while repairs are being carried out
- Inform all affected leaseholders before we start any communal repairs (see leaseholder service standard for more)
- Ask you what you think of our services at least once a year and use what you tell us to help improve those services.

## **We provide:**

- A customer contact centre open 24 hours a day, every day, to answer repairs calls
- An on-line reporting service and freephone reporting access at our local housing offices
- A repairs handbook for all tenants and leaseholders explaining repair priorities and targets.

## **When you contact us about a repair we will:**

- Answer your call within six rings
- Offer you an appointment date for all internal and external routine repairs or visit you to carry out a survey
- Make this appointment within a two hour range between 8am to 6pm Monday to Friday and 8am to 1pm on a Saturday morning
- Confirm appointments and work to be carried out by letter within 24 hours
- Text or phone you the day before an appointment as a reminder
- Offer you a ring back service for all enquiries.