

REPAIRS SERVICE STANDARD



We want your home to be safe, warm and in good repair.

This service standard explains what you can expect when you report a repair.



1. REPORT A REPAIR

- Emergency repairs can be reported **24 hours a day** on: **0800 389 4616**

All other repairs can be reported:

- By phone, email, in person, or via our website/tenant portal
- You can ask someone else (family member, friend or advocate) to act on your behalf

We will:

- Tell you if your repair requires an inspection
- Tell you the name of the contractor or inspector attending



2. REPAIR CATEGORIES AND RESPONSE TIMES

When you report a repair, we will prioritise it as follows:

EMERGENCY HAZARDS AND REPAIRS

- **We will respond within 24 hours**
- These are serious issues that pose an immediate risk to health or safety

Examples may include:

- Major leaks or loss of water
- Electrical faults or loss of power
- Gas leaks
- Broken or insecure doors/windows
- Serious damp and mould risks

URGENT REPAIRS

- **We will respond within 5 working days**

Examples may include:

- Loss of heating or hot water (where no vulnerable person is at risk)
- Minor roof leaks
- Faulty electrics

SIGNIFICANT HAZARD – DAMP AND MOULD (AWAAB'S LAW)

Where damp and mould pose a risk to health:

- Inspect the problem within **10 working days**
- Provide written findings within **3 working days of inspection**
- Carry out any urgent safety work within **5 working days**
- Start any further repairs within **5 working days** and begin complex repairs work **within 12 weeks**

We will:

- Assess the risk to your health
- Take action within legal timescales
- Keep you informed throughout

ROUTINE REPAIRS

- **We will respond within 15 working days**

Examples may include:

- Dripping taps
- Minor joinery repairs
- Loose fittings



3. WHAT HAPPENS AFTER YOU REPORT A REPAIR

We will:

1. PROVIDE YOU WITH:

- A works order reference number
- Contractor details
- Description of work
- Target completion date
- A copy of our repair satisfaction survey
- If we attend an agreed appointment and cannot get in, we will leave a notice explaining what happened

2. OFFER AN APPOINTMENT AT A CONVENIENT TIME

3. MAKE AT LEAST THREE ATTEMPTS TO CONTACT YOU IF NEEDED

4. LEAVE A CARD IF WE CANNOT GAIN ACCESS

5. CARRY OUT FOLLOW-UP CHECKS WHERE APPROPRIATE



4. APPOINTMENTS AND ACCESS

- Appointments will be offered at a **convenient time for you**
- We may offer appointment slots (e.g. AM/PM where applicable)
- Contractors will contact you to arrange appointments for routine/urgent repairs
- If you have specific needs, we will make **reasonable adjustments**



5. COMMUNICATION AND CUSTOMER CARE

We will:

- Treat you with dignity, respect and fairness
- Keep you informed of any delays
- Explain the work being carried out
- Clean up after work is completed
- Restore services before leaving



6. FEEDBACK AND SERVICE IMPROVEMENT

- We may contact you to gather feedback
- Feedback is used to improve our services and contractor performance



7. MONITORING AND REPORTING

We:

- Monitor repairs performance regularly
- Use feedback and performance data to improve services
- Share performance information with tenants