

# Keeping Your Home In Good Repair

This leaflet explains what you can expect from us when you report a repair and the services we provide.

## What You Can Expect From Us:

- We will offer you an appointment for 'normal' jobs (to be done within 20 working days) and an appointment for 'urgent' jobs (to be done within five working days) For more details of how we prioritise jobs, please see our 'Repairs' leaflet.
- We will offer appointments that last for two hours, from 8am to 7pm, Monday to Friday and from 8am to 12pm on Saturdays.
- We will explain clearly what will happen next.
- We will let you know if the repair is your responsibility.
- We will send you a letter after any repairs have been arranged:
  - confirming the arranged repairs;
  - confirming the target date for the repairs to be completed; and
  - asking you to tell us what you think of the service.
- Try to complete the repair first time and at a time which is convenient for you.
- We will phone you if we can't keep an appointment to explain why and make a new appointment.
- We will make sure our staff carry identification, are polite, and treat you and your home with respect, including protecting all surfaces near the work, cleaning up afterwards and taking care of your goods.
- We will make sure you are not left without essential facilities such as heating and/or hot water. If we can't fully repair the problem on the first visit we will let you know when the repairs will be completed.
- We will check at least 10% of all completed repairs to make sure they are done to our normal high standards.
- We will regularly cover our repairs performance in our newsletters.

## What You Can Expect From Us:

You can report repairs by phone seven days a week, 24 hours a day.

### We will always:

- be friendly, polite and professional towards you;
- keep any information you provide private;
- try to understand your needs and treat you with respect;
- ask for your opinions and suggestions about our services; and
- respond to your complaint in an open, professional and fair way.

### How you can help us

To help us keep accurate records and provide you with the best possible service, we need your support. It would help us if you could do the following.

- Give a full and accurate description of your repair problems as soon as you know about them.
- Provide a current phone number in case we need to contact you.
- Report repairs quickly when they happen.
- Let our contractors into your home.
- Only report repairs out of normal office hours if they are genuine emergencies.
- Make sure you are at home when an appointment is arranged. If you are not going to be available, please call the office to rearrange the appointment.
- Tell us if a repair needs doing because someone in your household has caused the damage. We can only carry out a repair if it is a result of fair wear and tear and not as a result of accidental damage or damage caused by you or anyone else. In these cases, you must either carry out the repair yourself or our we will do the repair and charge you for the work.
- Take out contents insurance which normally covers accidental damage.
- Get our written permission before you make any improvements to your home.
- Keep your inside decoration to a reasonable standard.
- Keep your home in good condition and in line with safety regulations.
- Leave your home in good condition when your tenancy ends.

### Other Help We Can Offer You. We will:

- We can provide you with help and advice about issues such as modernisations, planned maintenance programmes, health and safety inspections, empty property repairs and aids and adaptations.
- We can make sure that you only see a female or male officer, whichever you prefer.

### What happens if things go wrong:

We are proud of our customer service and, if you feel we have not kept to this standard, please let us know.

If you, or someone you know, would like this leaflet in another format, for example in large print, on audio CD, in Braille, or in another language, please ask a member of staff.

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