

Repairs and Maintenance Local Standards



Accessibility

We will provide an accessible and prompt response to repairs

- Telephone calls answered within 15 seconds
- Provide two hour time slots for appointments plus some evening and Saturday morning appointments
- Appointments will be within the following periods:
 - Emergency: same working day
 - Urgent: three working days
 - Routine: within 15 working days
- Work will also be completed within these periods
- If the problem requires a pre-inspection your appointment will be within 3 working days and the follow-on work will be within the above times (so a routine repair should be completed within 18 days of inspection).

Customer Care

We will tailor our services to meet the needs of tenants and keep you informed about the progress of your repair

- If you wish to change an appointment you can do this the day before the appointment. If the contractor needs to change an appointment they will tell you no later than 24 hours before
- For every appointment you will receive an automated message to remind you 24 hours and two hours before your appointment
- You will be able to contact contractors directly for up to date information about work progress
- If the repair operative cannot complete the work at the first visit they will give you an appointment card saying when they will re-visit to complete the work
- When the work has to be pre-inspected the inspector will leave a card saying when the work will be carried out.

Right first time

We aim to provide a high quality service by completing jobs right first time

- We aim to complete work on the appointed day and time and to your satisfaction. In most cases this will mean within one visit
- Where we establish that we will need a programme of works to sort out the problem we will provide this to you in writing
- Repair operatives will ask residents to sign off work to confirm it has been completed. Where the job has not been signed off, the contractor or council will call the resident and a return visit organised if necessary
- Senior caretakers will sign off communal jobs reported by Estate Services to confirm the work has been completed.

Scrutiny

We will work in partnership with residents to monitor the performance of the repairs service

- We will aim to achieve at least 92% customer satisfaction with repairs
- We will aim to increase satisfaction with the quality of repairs to 95%
- A resident scrutiny panel will randomly review 30 completed jobs quarterly against the agreed local standards
- The scrutiny panel will be able to implement a warning points system which could lead to the termination of part of the contract.