

Responsive Repairs

We are responsible for maintaining the structure and the outside of your home and fittings inside the property that we have installed (including the water supply, sanitary fittings, gas, electricity and heating appliances).

Our responsive repairs service carries out repairs under stringent time scales to ensure you can continue to live in a safe and secure home.

OUR COMMITMENT TO YOU

- We aim to provide a responsive and efficient repairs service for all our customers.
- We will respect you and your home at all times .
- We want to ensure that all of our customers are inconvenienced as little as possible when necessary works are carried out in their homes.
- We want to ensure that our more vulnerable customers are well supported during necessary works.
- If our operative is delayed then, where possible, we will telephone you to advise you and keep you informed.
- Each month we will contact a sample of customers who have used our responsive repairs service in order to test customer satisfaction. We will keep you informed of our performance through a variety of means.

STANDARDS WE WILL MONITOR

- We will complete repairs within the following timescales:
 - Emergency (complete the repair in 24 hours)
 - Urgent (complete the repair in 7 calendar days)
 - Routine (complete the repair in 31 calendar days)
- We will complete 85% of repairs at the first visit.
- We will offer appointments for as many Urgent and Routine repairs as possible. We are aiming to increase the proportion of repairs which are appointed and will regularly publish our performance.
- We will keep at least 95% of all repair appointments made.