



Home Safety & Quality

Transparency  
Influence &  
Accountability

Neighbourhood  
& Community

Tenancy

## Repair and maintenance Service Standard

**We will ensure that all our homes are of a good standard. We will provide a responsive repairs service that achieves high standards of quality, safety and tenant satisfaction**

### To achieve this, we will:

- **Provide a responsive repair service that:**
  - Allows you to report emergency repairs to us 24 hours a day, every day.
  - Attend and make safe all emergency repairs within 24 hours of them being reported. We will complete any follow up work by appointment.
  - Complete urgent repairs within 5 working days from the date you report them. We will offer you an appointment and confirm this by phone, text or email.  
To remind you of your appointment we will send you a text, email or phone you the day before.
  - Complete routine repairs within 28 working days from the date you report them. We will offer you an appointment and confirm this by phone, text or email. To remind you of your appointment we will send you a text, email or phone you the day before.
  - Aim to complete non-standard, complex reactive repairs within 84 working days of agreed scope. We will arrange appointments for specialist contractors and confirm this by phone, text or email. We will communicate at each stage of the inspection and specification.
  - Aim to complete all repairs during the first visit. Where this is not possible, we will arrange another appointment to complete any follow up work.
  - Leave your home in a clean and tidy condition after carrying out repairs.
  - Recharge repairs to tenants when they are the tenant's responsibility.
  - Consult with all affected leaseholders before we start repairs to communal areas, unless the work is minor or an emergency repair.
- **Our contractors will:**
  - Wear a recognisable uniform and carry an identity card which they will show you.
  - Treat your home and possessions with respect.
  - Treat you in a courteous and respectful manner.
  - Let you know when they have completed the work and are leaving your home.
  - Leave a calling card if you're not in when they call, giving you our contact details.
- **Ask you what you think of our services at least once a year and use what you tell us to help improve those services.**

- **To keep you informed about how well we're doing we will publish the following performance measures each year:**

- % of tenants satisfied with our responsive repairs service.
- % of tenants satisfied with the time taken to carry out repairs
- % of tenants satisfied that their home is well maintained
- % of responsive repairs completed within timescale.
- % of repairs completed at the first visit.