



Repairs and Maintenance Service Standard

This standard covers our approach to the repairs and maintenance of your home in the following areas:

- day to day repairs to your home
- gas servicing
- planned works to your home

This standard applies to tenants living in our rented homes. It does not apply to shared owners or other leaseholders.

Our promise to you

We aim to deliver a good quality, efficient repairs service that is accessible to all our tenants and keeps your home in a good condition, ensuring it is safe and secure.

When a contractor visits your home they will:

- introduce themselves and always show identification badges before entering your home
- be polite and helpful and talk to you about the work we are going to do
- explain how the intended work might affect you
- tell you how long the work will take and aim to complete the repair at the first visit
- take precautions to protect your home and contents and clean up and remove rubbish after the work is complete
- send an operative who has the required training and skills to properly carry out the work

Day to day repairs

We aim to provide a day to day repairs service which is flexible, accessible and takes account of your individual circumstances, as well as the nature of the repair when completing your order.

We will:

- respond to emergency repairs within 8 hours
- complete non urgent repairs within a maximum of 21 days
- agree a mutually convenient appointment time with you to carry out non urgent repairs

- offer four hour appointment slots as follows:

Monday - Friday 8.00am - 12.00pm / 10.00am - 2.00pm / 12.00pm - 4.00pm /
4.00pm - 8.00pm*

Saturdays 8.00 am -12.00 pm*

Those slots marked with an * will only be available where there is sufficient demand.

- whenever possible, complete the repair at the first visit and without the need to return

Gas servicing

Keeping you and your household safe is our top priority and by law we must carry out an annual service on any gas appliances that we provide for you in your home.

We will:

- let you know in writing at least 10 working days in advance, when your gas service is due to be carried out
- provide you with a copy of the gas service reports within 28 days
- check smoke alarms at the same time as carrying out the gas service

Planned works to your home

This covers the replacement of major items such as kitchens and bathrooms, as well as routine maintenance items such as external redecoration.

We want to make sure that the main facilities in your home remain in good order.

We will:

- ensure your home meets the Government's Decent Homes and Housing Fitness Standard
- publicise our five year programme for replacing major items such as kitchens and bathrooms
- give customers a minimum of 28 days written notice in advance of carrying out major repairs, offering consultation and answers to the most frequently asked questions
- offer a choice of styles and colours when replacing some major items
- inspect all major repairs to check quality of work and discuss customer satisfaction
- carry out external redecoration, and clean and service UPVC windows every 6 years
- carry out electrical wiring checks every 10 years and complete any necessary repairs
- publicise the 6 year programme for decoration and send you a leaflet about cyclical repairs if work is due to be done to your home that year

Monitoring and Review

We will monitor our performance against this standard in the following ways.

Area of service	How it will be monitored	When
Our promise to you	A minimum of 10% customer surveys on completed repairs	Every month
Responsive repairs	As above Monitoring repair completion times and contractor 'right first time' performance	As above Four times a year
Gas servicing	Monitoring the number of gas services carried out within the anniversary date Customer survey of all completed services Audit of 10% of completed services carried out by an external assessor	Four times a year Every month Once a year
Planned works to your home	Monitoring the number of homes which meet the Decent Homes standard and the average energy rating of each home Monitoring the number of stock condition surveys completed	Four times a year Four times a year

	100% customer postal survey of all major repair projects	On completion of major repair contracts
	Monitor the number of electrical surveys completed and the remedial work carried out	Once a year
	Monitor compliance against six year target for external redecoration of homes	Once a year

Our Scrutiny Committee will review and monitor how we are performing against this standard.

- We will publish the key results of our performance in our annual report and on our website
- We will use the information we receive from you about our services to help drive further improvements and we will publish details of how we have made improvements to the service through our newsletters, our website and our annual report
- We will review this service standard at least every two years

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

