

Repairs Service Standards Our Commitment to you

Our objective is to repair and maintain your home to a high standard and ensure that it is safe for you to live in. We set standards on how we will do this.

We will:

- offer you a convenient appointment for all non emergency repairs and Surveyors inspections.
- carry out Surveyor's technical inspection within 10 working days if we need further information before the repair can be done or if we suspect that the repair may be required because you have caused damage;
- send you a letter confirming the details of the repair we will do and how long it will take (unless it is an emergency);
- attend all emergency repairs within 3 hours and complete them within 24 hours;
- complete all urgent repairs within 4 working days;
- complete all general repairs within 20 working days;
- ask whether you are satisfied when the work has been done and tell you how to complain if you are not satisfied;

When a Contractor or one of our Surveyors visits your home they will:

- attend on the agreed date and at the agreed time;
- complete the repair to acceptable standards;
- leave the workplace clean and tidy upon completion of the repair.

Our Repairs Service Promise

- tell you if the repair is our responsibility or if it is something you have to do yourself;
- tell you if the repair can be completed in one visit and work to achieve this;
- batch up non-urgent repairs and complete them within 90 working days.
- arrange for the Contractor to be recalled at a time that is convenient to you if you tell us that they have not completed the repair correctly.
- explain to you each stage of the repairs process;

Its our business to enrich lives, homes and communities

Repairs Service Standards Our Commitment to you

Gas Service:

We are legally required to service all gas appliances in your home and check all flues once every 12 months. This is essential to ensure your continued safety and we set standards for this service. We will:

- make sure that the work is carried out by **Gas Safe** registered engineers;
- contact you at least 4 weeks before the existing service expires to agree a convenient time to complete the next annual service;
- carry out quality audits to ensure that your gas appliances and flues are being serviced correctly in line with the current Gas Regulations;
- check to make sure that you are satisfied with the work done and tell you how to complain if you are not satisfied;

When our Gas Servicing Contractors visit your home they will:

- attend on the agreed date and at the agreed time;
- complete the service and any necessary repairs to acceptable standards and leave you with a copy of their Report (CP12);

Our Gas Service Promise

- arrange for the contractor to be recalled at a time that is convenient to you if they have not completed the service or any follow up repairs correctly.
- explain to you each stage of the repairs process;
- leave the workplace clean and tidy upon completion of the service.