

repairs and maintenance

We provide a fast, responsive day-to-day repairs service.

as our commitment to you we will

- Provide a freephone service to report your repairs and give advice on outstanding work.
- Arrange an appointment for most repairs and inspections.
- Provide a receipt for all reported repairs, advising the date by which the repair should be carried out.
- Make safe emergency work within 8 hours.
- Complete urgent repairs within 5 working days.
- Complete non-urgent routine work within 20 working days.
- Provide a customer satisfaction survey form every time we carry out work in your home.
- Carry out random inspections of work carried out.

as part of our routine service we will

- Advise you through our Residents' Handbook how to report repairs.
- Carry out work with minimum disruption.
- Ensure that our workmen introduce themselves, show proof of their identity and advise you what they are there to do, when they call to carry out a repair.
- Take care of your property and possessions and protect them from dust, paint etc.
- Provide an out of hours (evenings and weekends) service for emergency repairs, making your home safe.
- Respond positively to your feedback on work carried out.