



# Service Standards

## Repairs and maintenance

**We care about providing an honest and reliable service to you at all times. As your landlord we're legally required to carry out certain repairs and to maintain your home to a safe standard but what we actually want to do is help you maintain your property so that you can be happy and proud of where you live.**

### What will we do for you...

- Before you move in, we'll inspect your property thoroughly to make sure it's safe, secure, and ready for you.
- After you've moved in, we'll carry out repairs and maintenance in line with your tenancy agreement to help you keep your home in good condition.
- We'll tell you when you report a repair whether it's an emergency repair, or one that can be scheduled in within 21 calendar days.
- **Emergency Repair** - when there's a serious risk to you or your home, we'll attend as soon as possible and within 24 hours.
- **Damp and Mould** - following diagnosis, we will attend within 21 working days.
- **Major & Planned Works** - Sometimes, repairs can't be completed within 21 calendar days, or, due to their nature, can be added to a mini programme of similar works that can be grouped together for multiple customers. If this is the case, we will attend within 21 calendar days to carry out an assessment and possible temporary fix, with the full repair completed within 63 calendar days.
- We'll book an appointment at a time and date to suit you.
- We'll ask the right questions to make sure we fully understand the problem so that we can send out the right team to fix it.
- We'll be honest with you and explain straight away whether we're responsible for the repair or if you'll have to pay for it. This will depend upon your tenancy agreement.
- We'll endeavour to fix the repair the first time we visit.
- Communicate with you in a way that is respectful and fair.
- When we visit your home, we will carry photo identification.
- When inside your home, we promise to treat it with respect, and you too.
- We will do what we can to minimise the noise and disruption in your home.
- We'll maintain and complete regular safety checks and tests.

- It's our responsibility to keep shared areas clean but how often these are cleaned depends upon on the requirements of each site.
- We'll keep shared areas such as communal gardens clean and tidy, including trees and shrubs, making sure they're safe and healthy. For some other properties, we'll maintain the lawns, hedges and carry out weeding.

## All we ask of you in return is...

- It's up to you to take care of your home and garden (unless otherwise stated).
- Always report any repairs or damage to your home, plus external and shared areas.
- We'll always respect your privacy, but you'll need to allow us access to your home so we can carry out essential repairs, as well as legally required inspections, maintenance, and annual servicing.
- If you, or someone visiting your home causes damage to the property, it's your responsibility to pay for the damage to be repaired.
- You'll need to maintain or replace certain items within your home, a full list of which you can find on our website.
- If you're a leaseholder, you'll be responsible for the internal repairs within your home, including the safety of gas and electrical fittings.
- If you live in a building with a shared area, please make sure to report obvious signs of damage to fire doors or if they don't fully close, to us.
- You maintain your own private garden and keep it tidy.

## We will know we are getting this right by...

- Using the 11 Tenant Satisfaction Measures (TSMs) that relate to repairs and maintenance, as laid out below:
  - 1 Homes that do not meet the Decent Homes Standard
  - 2 Repairs completed within target timescale
  - 3 Satisfaction with repairs
  - 4 Satisfaction with time taken to complete most recent repair
  - 5 Satisfaction that the home is well maintained
  - 6 Gas safety checks
  - 7 Fire safety checks
  - 8 Asbestos safety checks
  - 9 Water safety checks
  - 10 Lift safety checks
  - 11 Satisfaction that the home is safe
- Using feedback from surveys, complaints, and compliments to improve our service.

**Creating more places for people to thrive and be recognised as a sector leading landlord**