

Service Standards

Repairs

At Wansbeck Homes our aim is to be:

‘A caring organisation committed to quality services, affordable homes and working together to build confident communities.’

We recognise the importance of providing a quality repairs and maintenance service, not only to ensure the satisfaction of our customers but also to protect the value and condition of our housing stock for future tenants.

Our aim is to provide an accessible, good quality, customer focussed responsive repairs service. This service standard sets out what you can expect from our repairs service.

To help you report a repair, we will:

- Provide a freephone telephone service for you to report repairs by calling 0800 0279 766.
- Issue every tenant with a Repair Handbook.
- Ensure easy access methods to report or enquire about your repair and provide trained staff able to deal with your enquiry efficiently.
- Help you identify the repair needed.

When you report a repair, we will:

- Record details of repairs accurately and confirm details by letter (except for emergencies).
- Issue you with a job reference number at the time of the report.
- Make a convenient appointment with you to complete the repair.

When we carry out a repair, we will:

- Ring ahead to let you know we are on our way.
- Leave a calling card if no one is at home with contact details so that you can rearrange or re-report your repair.

- Let you know if we have carried out work to the exterior of your home when you were not in.
- Notify you if an appointment cannot be kept.
- Carry out repairs efficiently, to a high standard and in accordance with Right to Repair legislation, any other legislation and our own policies and procedures.
- If we need to leave during the course of the job, we will tell you why and for how long.
- Where the job requires work by other trades or contractors, we will arrange for this to be done to ensure the job is fully completed.
- On completion of the repair, ensure that your home is left in a safe, clean and tidy condition. We will tell you what has been done and any arrangements for follow up work if required, before leaving your home.
- Find out what you thought about the service you received by carrying out a random sample of telephone surveys.

Our repair workers must:

- Carry an identity card, show it to you and ask your permission to enter your home.
- Take reasonable care to protect your belongings from damage, dust and paint.
- Be polite and treat you and your home with respect.
- Make sure materials and tools do not cause danger and remove them from your home when they are not being used.
- Tidy up inside your home at the end of each working day and arrange for rubbish to be cleared away from your home and garden as soon as possible after the work is finished.
- Repair any damage caused by their work in your home.
- Make sure gas, water and electricity are connected at the end of each day and when the repair is completed.
- Warn you about any likely noise or disturbance they will make, and keep it as low as possible.
- Keep you informed about how they are getting on with the repair.

- Make sure their power tools are fully charged at the beginning of each working day.
- Take account of any special circumstances you let us know about.

Our repair workers are not allowed to:

- Smoke, play radios or personal music systems in or around your home.
- Be in your home with children under 16 without an adult member of the family, or adult friend, present.
- Accept gifts from tenants.
- Keep keys to your home.
- Use mobile phones during their work, unless it is in connection with their work.

Our repair workers must ask your permission to:

- Use your phone.
- Use or move anything that belongs to you.
- Use your toilet or washing facilities.
- Open windows or doors, or go into other rooms in your home.

You can help us by:

- Using the Repairs Handbook to help you report repairs.
- Telling us about any special arrangements you may need.
- Keeping appointment times and notifying us of any changes in circumstances as early as possible.
- Being flexible when rearranging appointments.
- Keeping your children and pets away from areas we are working in.
- Reporting any repairs as soon as possible.
- Keeping your home in good order inside and out.
- Making sure we can get into your property to carry out repairs.
- Carrying out small repairs (such as unblocking sinks).

- Providing us with a smoke free workplace, we may refuse to carry out work in an area where this is cigarette smoke.

We will monitor our Repairs and Maintenance Services in the following areas:

- Calls answered within 20 seconds.
- The percentage of appointments made and kept.
- Emergency repairs – made safe within 24 hours.
- Urgent repairs – completed within 1, 3 and 7 working days.
- Routine repairs – completed within 20 working days.
- Planned repairs – completed within 45 working days.
- Satisfaction of tenants with the overall service.

Performance

We will set challenging targets to monitor our performance against service standards. The results of our performance can be found on posters displayed in our offices, in our newsletters and on our website www.wansbeckhomes.co.uk.

Our service standards have been developed with residents and will be reviewed every two years.

Contact us

Our repairs freephone hotline number is 0800 0279 766.

For all enquiries you can contact us on 0844 800 3800.

Our phone lines are open:

Monday to Thursday	8.45 am to 5.00 pm
Friday	8.45 am to 4.30 pm

Outside these hours, emergencies can be reported on 0800 0279 766. This service is available during weekends and bank holidays.

Email: info@wansbeckhomes.co.uk

Website: www.wansbeckhomes.co.uk

Fax: 01670 532241.

What if we do not meet your expectations?

Report your concerns to a member of staff who will try to resolve the problem.

If you are dissatisfied with the response given you have the right to make a formal complaint via Wansbeck Homes' complaints procedure. Full details of the complaints procedure are available at your local office or by calling 0844 800 3800.

We are always happy to receive any compliments about our services or hear of any suggestions you may have.

Head Office:

Front Street West, Bedlington, NE22 5TU

Local Offices:

3 & 4 Dawson House, Poplar Street, Ashington, NE63 0BY

The Bungalow, Woodhorn Road, Newbiggin-by-the-Sea, NE64 6HG