

Service standards & promises relating to: Responsive Repairs



We will:

- Attend emergency repairs within 2 hours & complete within 24 hours.
- Attend urgent repairs within 5 calendar days (offer a 2 hour appointment slot).
- Attend non urgent repairs within 20 calendar days (offering a 2 hour appointment slot).
- Inspect any repair you are not satisfied with, within 10 working days.
- Offer appointments between the hours of 8am to 6:30pm Monday to Friday, and 8am to 2pm on Saturdays.
- Provide an emergency repairs service 24 hours a day, 365 days a year.
- For temporary repairs, renew the component within 40 working days where it is not identified within a programme of improvements.
- Confirm the repair and appointment details in writing.
- Need to cancel a repair appointment we will notify you and explain the reasons why.
- Post inspect at least 10% of work carried out to ensure quality is maintained.