



Repairs Service Standard

Under normal circumstances the following repairs service standard should be achieved:

- **Priority One** – Emergency Repairs: Within 24 hours.
Repairs required to avoid a danger to health, risk to the safety and security of residents or serious damage to buildings or residents' belongings.
- **Priority Two** – Urgent Repairs: Within five working days.
Repairs required which materially affect the comfort or convenience of residents.
- **Priority Three** – Non Urgent day-to-day repairs: Within 28 days - or by arrangements with the occupiers after that time.
Reactive repairs not falling within the above categories.

Landlords and agents agree to ensure that contractors abide by this standard, which includes:

- Making and keeping appointments for all repairs and visits
- Notifying Tenants where unavoidable delays arise
- Communicating with tenants in a way that is clearly understood
- Completing repairs to a high standard, within the specified target time, and within one visit where possible
- Treating tenant as customers and maintaining courteous and professional relations at all times without being rude, over-familiar or discriminatory.
- Working safely and leaving the house safe and secure when finished
- Decorative finishes to be made good within reasonable timescales if damaged or disturbed during repairs.
- All debris must be cleared at the end of each day and as soon as work is completed.

Access to properties:

- 24 hour's notice must be given except in an emergency or as otherwise agreed with the customer
- An ID card will be shown without waiting to be asked
- A calling card will be left if the tenants are out stating the time and day of the visit
- Tenants will be kept informed of progress (where appropriate) and of any following visits