



# PCH SERVICE STANDARDS


## REPAIRS

**Maintaining your home and ensuring your safety is very important to us. We need you to report any issues to us as soon as possible so that we can arrange an appointment to see what repairs may be required.**

### When a repair is needed, we will:

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Make sure you have a variety of ways to report repairs to us easily and quickly and offer a date and time for your repair appointment that is convenient to you.
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Let you know which repairs we are and are not responsible for. Information will be set out in your tenancy agreement and made available on our website.
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Prioritise your repair as either routine, urgent or emergency. This will be assessed with you when the repair is initially raised.

You can find more information about which repairs are classed as emergency, urgent, routine or planned on our website.

  - Emergency repairs which involve a serious, immediate risk to your health and safety, or to the security of your home, will be carried out within 24 hours. These will include issues like:
    - ◊ Total loss of heating between November and March
    - ◊ Dangerous of exposed wires
    - ◊ Blocked toilet
    - ◊ No electricity
    - ◊ Total loss of water
    - ◊ Report of gas leak or carbon monoxide alarm sounding
  - Urgent repairs will be completed within five working days of being reported up to 8pm on the fifth working day. They include issues like:
    - ◊ Immersion heater repair or replacement
    - ◊ Shower not working and no bath available
    - ◊ Containable water leak
    - ◊ Part failure of electrical supply
  - Routine repairs will be completed within 20 working days. They include issues like:
    - ◊ Faulty or dripping tap
    - ◊ Internal door sticking
    - ◊ Shower head leaking
    - ◊ Blocked or broken guttering
  - Damp and Mould inspections will be completed within seven working days if there is:
    - ◊ Rising damp
    - ◊ Known vulnerability of residents
  - Planned repairs will be completed within 60 working days. They include issues like:
    - ◊ Concrete and path repairs
    - ◊ Fencing and gate repairs
    - ◊ Replacement of doors or windows
    - ◊ Plastering work

-  Be polite and respectful when carrying out work in your home and show our identification before entering your home.
-  If complex repairs are needed which can cause disruption, we will:
  - Be clear about what is needed, and what the next steps are.
  - Let you know how long the work will take.
  - Make sure you know who is managing your repair and how to contact them.
  - Maintain contact with you so that you know what to expect.
-  If we need you to move out while repair work is carried out, we will make the arrangements with you for temporary accommodation and cover reasonable costs. Some examples of when we might recommend you move out on a temporary basis include:
  - Major flooding
  - Fire damage
  - Structural repairs meaning the property is unsafe
  - No toilet facilities for over 24 hours
-  Send you reminders about scheduled appointments, and if we are not able to complete your repair first time, we will keep you updated with progress and come back at an agreed time that suits you.
-  Provide clear information about our out of hours emergency repairs service to ensure you are aware of the service we provide.
-  Leave your home clean and tidy and remove all our rubbish.
-  Undertake a regular programme of improvements and give you effective advance notice of when this work will take place.
-  Ensure that our staff have the relevant up to date skills, safety equipment and training.
-  Ensure that our contracted partners carry out work to the standards we expect.

## How we will measure this:

-  Percentage of residents satisfied with the overall repairs service.
-  Percentage of residents satisfied with the time taken to complete the last repair.
-  Percentage of residents satisfied with their last repair.
-  Percentage of emergency repairs completed within specified timescales.
-  Percentage of non-emergency repairs completed within specified timescales.

