

Housing Repairs

Service Standard



When you report a repair, we aim to complete it within the time set out in the Tenants Handbook

When you report a repair to our Repairs Call Handling Centre we will:

- 🔑 Try to diagnose the repair if it is straight forward.
- 🔑 Offer an appointment for internal or external repairs. However, we may inspect external repair requests without you being present.
- 🔑 In certain circumstances offer an appointment outside of normal working hours and between 8.00am and 12.30pm on a Saturday.
- 🔑 If you report is complex or you require advise we will arrange an appointment with you.
- 🔑 Provide you with a target date for when the work will be finished.
- 🔑 Advise you if you are responsible for the repair or the cost of the repair.
- 🔑 Notify you in writing when a repair or inspection appointment has been requested along with the target completion date, and also when an urgent repair has been completed.
- 🔑 Notify you in writing if we have to cancel your repair or inspection explaining why we have done so.
- 🔑 Make an appointment to undertake Annual Property Health and Safety Checks/Services.

When we visit you to carry out repairs to your home we will:

- 🔑 Provide proof of identity before entering your home
- 🔑 Ensure when an appointment has been made, it is kept.
- 🔑 Take care of your property and belongings and protect them from damage or harm.
- 🔑 Leave the property clean and tidy
- 🔑 Make sure materials and tools do not present a hazard or cause danger.
- 🔑 Warn you of any likely noise or disturbance we will make and keep it to a minimum.
- 🔑 Carry out or report any additional repairs needed when we visit
- 🔑 Ensure the work is carried out to a high standard
- 🔑 Help you to move furniture if you are unable to do so
- 🔑 Keep you informed about how the work is progressing .
- 🔑 Leave a calling card at your home if you are not in, providing the relevant contact telephone numbers.

In addition we will:

- 🔑 Only use sub-contractors (private companies) who are approved.
- 🔑 Provide an emergency service 24 hours a day, 365 days a year. **(0800 479 4999)**
- 🔑 Always use materials of a good quality and manufactured to the relevant British Standard.
- 🔑 Post inspect at least 15% of work carried out to ensure quality is maintained.
- 🔑 Carry out regular surveys to monitor the quality of our service.
- 🔑 Offer fair treatment to all service users in line with our Equality and Diversity Policy, covering issues such as age, sex, race, disability and sexual orientation.

Putting things right

We always try to provide the best service that we can. However, if you feel that we have not met your expected standards then please let us know by contacting the Housing Repairs Call Handling Centre on **0800 479 4999**

If you are still dissatisfied we encourage you to complete a complaints form. These are available from any of our offices. Alternatively you can contact the Performance and Business Improvement Manager on 01623 608924

Ashfield Homes
Broadway
Brook Street
Sutton-in-Ashfield
Nottinghamshire
NG17 1AL

Getting Help

Speak to a Housing Management Advisor in the Lettings Team. They can be found at:

Property Shops ((Mon to Fri 9.00am to 5.00pm)(Close 4.30pm on Friday))

Sutton in Ashfield

16 Brook Street,
Sutton in Ashfield, Notts. NG17 1AL

Telephone 01623 608 950

Kirkby in Ashfield

Unit 2, Shopping Centre, 3 Lowmoor Road,
Kirkby in Ashfield, Notts. NG17 7BE

Telephone 01623 608 932

Hucknall

Council Offices, Watnall Road,
Hucknall, Nottingham. NG15 7LA

Telephone 0115 9568 713

Visit our web site at www.ashfieldhomes.co.uk

This leaflet is available in large print, Braille, audio and other languages.

هەر زانیاریهك ده‌بارهی ئاشفیلد هۆمس كه به زمانی ئینگلیزی نوسراوه ئه‌توانریت بۆ زمانی كوردی ته‌رجومه بكریت. تکیه داوای زانیاری زیاتر له هه‌ندامیکی ده‌سته‌ی فه‌رمانبه‌ران بکه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે -
કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujurati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)