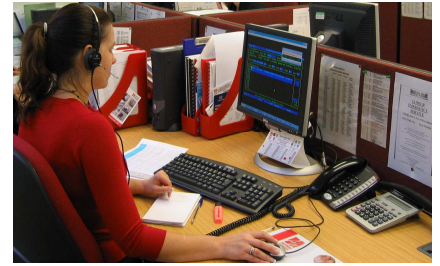


Repairs Call Handling

Service Standard



All staff, when addressing our customers, should be aware of the following:

- 🔑 **When you report a repair we aim to complete it within the time set out in the Tenants Handbook and to a high standard.**

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.
- 🔑 If your repair is complex or you require advice of a technical nature, we will arrange an appointment for a Housing Technical Services Officer to visit your home.
- 🔑 Provide you with a target date for when the work will be finished.
- 🔑 Advise you if you are responsible for the repair and let you know the cost of the repair (if any), as specified in your tenants handbook.
- 🔑 Notify you in writing when a repair or inspection appointment has been made. Our letter will also give you the anticipated target completion date.
- 🔑 When an urgent repair has been completed, we will send you a clarification letter to ensure you are happy with our service.
- 🔑 Notify you in writing if we have to cancel your repair or inspection explaining why we have done so.
- 🔑 Make an appointment to undertake an Annual Property Health and Safety Check/Service.
- 🔑 Take into account Equality & Diversity issues. Be adaptable in order to ensure that everyone receives equal access to our service.

Getting Help/ Reporting Repairs

You can report your repairs directly to our **Repairs Call Centre on 0800 479 4999** or call into one of the following offices;

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

Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see above). If you continue to be dissatisfied we encourage you to complete a complaints form. These are available from any of the offices listed above. Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

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

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

(Gujarati)

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)