



Our repairs offer and standards

We want your home to be warm, safe, secure and a comfortable place to live in. Our repairs offer and standards show how we'll work with you to keep our rental homes and communal spaces in good condition and help you to understand the level of service to expect from us.

We will....



be clear in your agreements/leases and on our website which [repairs we look after, and which are your responsibility](#).



provide you with a [wide range of ways to report a repair](#), including an emergency [repairs service](#) available 365 days a year.



[prioritise your repair](#) as either an emergency, urgent or routine (basing this on the seriousness of your repair and any vulnerabilities impacted by the repair).



aim to:

- be with you within an hour should you become stuck in a lift
- attend lift breakdowns within 4 hours
- complete emergency repairs within 24 hours
- complete urgent repairs within 7 calendar days
- complete routine repairs in your home at a time convenient to both of us.
- complete routine repairs to communal areas within 28 calendar days.

Please note: timescales for attending defect repairs (*repairs needed in the first year of a property being built*) will vary depending on the agreement in place with the developer of your home.



offer you a choice of appointments for urgent and routine repairs in your home. These appointments are available Monday to Friday, between 8am and 4pm (options available are; *morning, afternoon, avoid school-run or all day*). If your repair is being carried out by one of our contractors, the contractor will contact you to arrange an appointment.



aim to complete your repair in one visit. Where this is not possible, we'll either provide you with a new follow on appointment whilst in your home or let you know what we need to do to resolve your repair (e.g. should specialist parts/equipment or contactors are needed, or where the repair is bigger than a repair and needs to be carried out as part of our planned replacement work.).



carry out minor alterations to your home (e.g. grab rails, extra handrails, ramps, lever taps etc.) to help you live safely and independently should you have a disability.

We know we've been successful in delivering our offer and standards when....



you consistently rate our repairs service as 8 or above out of 10



we keep over 95% of the repair appointments we make with you