Repairs and Maintenance Service Standards
About the Service
The repairs service helps keep your home safe, secure and in good repair. We carry out repairs and maintenance to council homes and communal areas where we are responsible, respond to emergency, urgent and routine repairs, and invest in improvements that help maintain the quality of your home. We aim to provide an easy-to-use, reliable service that puts residents first, keeps you informed, and delivers repairs as quickly and effectively as possible. For full details, please see the Housing Repairs and Maintenance Policy
We are committed to:
keeping your home safe, secure and in good repair
maintaining the structure and exterior of your home
maintaining heating, water, sanitation installations
prioritising repairs that pose a risk to your health safety or home
completing repairs within agreed timescales: Emergency repairs – 24 hours Urgent repairs – 3 working days Priority repairs – 25 working days Routine repairs – 90 working days For details on how repairs are prioritised visit the Tenant Handbook
getting repairs right the first time
To meet our commitments, we will:
make it as easy as possible for you to report a repair
provide an emergency out of hours repairs service
act quickly, in line with legislation, when you report damp, mould or other serious hazards
arrange suitable appointment with you to complete inspections or repairs
inform you about any delays in repairs and explain the reasons why
complete communal repairs and maintain shared facilities
We ask you to:
report repairs as soon as possible as you become aware of them
provide as much information as possible about your repair

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allow us access for appointments
take care of your home
carry our minor repairs that you are responsible for
get permission before carrying out alterations or improvements to your home
let us know as soon as possible if you are unable to keep an appointment
let us know if you are unhappy with the service you have received by logging a complaint
To measure and improve our service we will:
monitor whether repairs are completed within timescales and make improvements where needed
send a satisfaction survey to you following the completion of a repair
monitor the number of repairs completed right first time
review complaints, compliments and customer feedback to identify improvements
track improvements identified to completion

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