

Maintenance Services Team

Service Standards

We will:

- provide a 24-hour emergency repair service every day of the year;
- respond to all emergency repairs within 24 hours;
- respond to all urgent repairs within five working days;
- respond to all routine repairs within four weeks;
- offer appointments for urgent and routine repairs when customers report a repair;
- leave customers' homes clean and tidy after carrying out the repair;
- ask customers for permission if we need to use their electricity supply or other items;
- respect customers' homes by not smoking and by using dust sheets when carrying out work that will create a mess;
- Pre Inspect repairs within 10 working days, where necessary; and
- fully investigate all cases if the customer is not happy with a repair.