



Carrying out repairs to your home

We work with several partner organisations to deliver our repairs and maintenance service.

We know repairs are important, and will aim to give you a service that achieves high standards of quality, safety and satisfaction. Our repair teams are highly visible and mobile, having the right tools and skills needed to deliver excellent services.

These are our Repairs and Maintenance Service Standards

We will:

- Give online information about our repairs and maintenance service that you can access anytime.
- Invest in our people to ensure they have the right knowledge, skills and tools to help you with your repair.
- Aim to achieve a 92% satisfaction rating with our responsive repair service.

Prior to attending your home, we will:

- Make it easy for you to report a repair, book an appointment or cancel a repair 24 hours a day online using **My SCH Account**.
- Provide you with a choice of a morning or afternoon appointments.
- Send a text message to confirm your appointment details after you have made it.
- Send a text message as a reminder the night before your repair appointment.
- Notify you by text message when we are on our way to your home.

When carrying out a repair to your home, we will:

- Respond to **emergency** repairs within 24 hours and ensure your home is safe.
- **Complete urgent** repairs within 7 working days – such as leaking pipes or roofs.
- Make an appointment with you to complete **non-urgent and improvement repairs** as quickly as we can. Repairs of this nature include but are not limited to fencing, guttering etc.
- Introduce ourselves, wear a uniform and appropriate PPE and show identification before entering your home.
- Be polite, courteous and helpful at all times.



- Explain what we will be doing, how long the job will take, and keep you informed of progress.
- Tailor our service to meet your need and support vulnerable customers who require additional support.
- Aim to get the repair right first time 95% of the time – There will inevitably be some occasions where a repair will take more than one visit to complete.
- Keep you informed if a repair cannot be completed straightaway.
- Leave your home in a clean and tidy condition and remove any rubbish within the same day.

After the repair we will:

- Ask if you're satisfied with the works carried out by sending you a text message.
- Learn from your feedback so we can improve our repairs service.
- Be available to discuss any issue you have raised and look to resolve quickly.

You can help us to achieve our Service Standards by:

- Reporting repairs by contacting us via the **"My SCH Account"** or by telephone.
- Informing us of any specific access or personal requirements that we may need to be aware of to complete your repair.
- Keeping your home in a clean and well-maintained condition and letting us know if any repairs are needed.
- Providing us with as much information as possible about your repair so that we can aim to complete it first time.
- Keep your appointment or tell us in advance if you need to re-arrange it.
- Allowing us access to your home so that we can complete the works as planned.
- Being respectful and polite to our staff, we will always do our best to help.
- Refrain from smoking inside your home when a repair is being carried out so our staff can work safely.
- Give us feedback about your experience with us to help us learn and improve our services.

How we will keep a check on our Service Standards

We will:

- Carry out quality audits of 10% of completed repairs to check that we are doing what we promised.
- We will regularly report how we are doing to our SCHape Residents' Panel – made up of customers who scrutinise our service.
- Use feedback from surveys, compliments, complaints and general comments to improve our service.
- Listen to and learn from the voice of our customers.

How we will update you on how we are doing

- In our Annual Report we will tell you the percentage of our customers who are satisfied with their repairs service – our target for 2020/21 is to achieve 92% satisfaction rate.
- We will also tell you if we met our repairs targets:
 - ✓ 99% of repairs completed on time – all repairs
 - ✓ 95% of repairs completed first time
 - ✓ 98% of appointments made
 - ✓ 98% of appointments kept

We will provide up-to-date information

- About our services through our quarterly newsletter.
- On our website at www.solihullcommunityhousing.org.uk
- On Facebook, Twitter and Instagram for you to see what we are up to.

We will review our Service Standards

When we:

- Review our Key Performance Indicators as part of our annual service delivery plan.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.