

Tenant and Leaseholder Services

Repair Standard

We work in partnership with our contractors Mears and Gas Call to provide a day to day responsive repair and gas heating repair service in our tenant's homes and communal areas.

Reporting a repair

Repairs should be reported as soon as possible, either directly to our partnering contractors, or to us by:

- Telephone.
- Email.
- Text.
- Face-to-face.

Our contractor's call centre staff will be polite and courteous, take full details of the request and book appointments at the first point of contact where necessary.

Emergency repairs can be reported 24 hours a day, 365 days a year.

Repair timescale

Repairs that are reported to our partnering contractors will be prioritised depending on the type of repair needed.

- **Emergency repairs within 24 hours** - A repair that adversely affects your immediate health, safety or security or that affects the building structure.
- **Urgent repairs within 7 working days** - A repair that is not an emergency but is identified as urgent by our contractors call centre staff.
- **Routine repairs within 28 working days** - All other repairs.

Appointments

Where possible our contractors will agree an appointment time to carry out your repair:

- Morning appointments - between 8am and 1pm.
- Afternoon appointments - between 1pm and 5pm.

Our contractor will send you an appointment reminder the day before for general repair and gas servicing visits, and when they are on their way. Gas repair appointments will be agreed with you at point of contact with our contractor.

If follow up works are needed to complete the repair, our contractor will make an appointment with you before they leave your home.

Missed appointments

- If our contractor is running late or unable to keep your appointment. They will keep you updated or rearrange the appointment with you.
- If you miss the appointment, our contractor will leave a card to let you know they called and ask you to re-book the appointment.
- If you miss the appointment(s) or do not allow the contractor access to your home we cannot guarantee the repair will be completed within the repair timescale(s).

Contractors in your home

Our contractors and their subcontractors work to a code of conduct. While working in your home they will:

- Wear the contractors uniform, carry and show you their identification card.
- Explain what they are doing in your home.
- Treat you and your home with respect.
- Leave your home clean, tidy, safe and secure.

After your repair has been completed

We want to learn from your feedback so that we can continually improve and monitor our repair service. To do this we will:

- Check with you to ensure the repair has been completed to your satisfaction using a survey.
- Respond to any queries you raise about the repair.
- Inspect a percentage of completed repairs to ensure they are completed to the expected standard.

Our repairs service will, as a minimum, comply with all the requirements of the law.

Repair responsibilities

Some repairs are your responsibility. Details of the repairs you are responsible for can be found in your Tenancy Conditions, Tenant's Handbook or on our website thanet.gov.uk/report-a-repair.

Monitoring the standard

Our performance report is published every quarter and is scrutinised by involved residents, senior management and elected councillors in Cabinet. Our main performance indicators include:

- Customer satisfaction.
- Gas safety performance.
- Repair response times, including the average time taken to complete repairs from start to finish.

We carry out a lessons learnt exercise on all complaints received during the previous quarter, to identify trends in dissatisfaction with the service, and identify ways to improve.

We produce an Annual Report that summarises performance throughout the year.