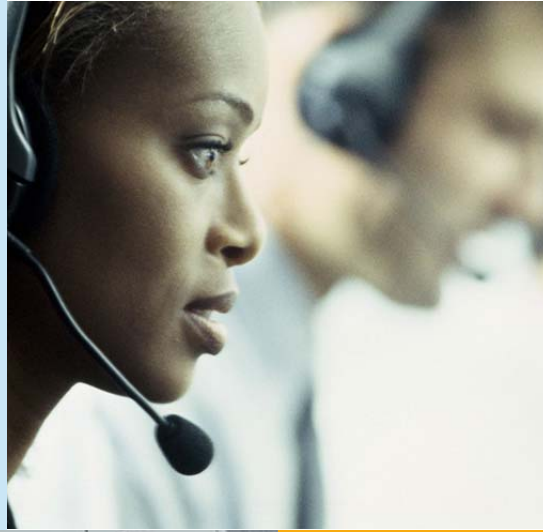


*Customer Service Standards*  
**Responsive Repairs and Maintenance**



**St. Leger Homes**  
OF DONCASTER



*Quality Homes in Quality Neighbourhoods*  
[www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)

## Translation Available

ترجمہ موجود است

نیلمہ نامادہ ین کہ نوسراوہ کانی نیوہ وہ ریگی رین

Tradução Disponível

可提供翻译

Large Print, Braille and Audio Tape also available

Çeviri mümkün

ترجمہ دستیاب ہے

Доступен (Есть) перевод

الترجمة متوفرة

Përkthimi në dispozicion

可提供翻譯

অনুবাদের ব্যবস্থা রয়েছে।

Traduction Disponible



অনুবাদ উপলব্ধ है

*Quality Homes in Quality Neighbourhoods*  
[www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)

# Customer Service Standards

## RESPONSIVE REPAIRS AND MAINTENANCE

### WHY HAVE SERVICE STANDARDS?

We have produced our service standards to make sure customers are clear about the level of service they can expect from St. Leger Homes of Doncaster. We will review all our service standards and involve customers in this process. We will monitor all our service standards and publish the results in our newsletter House Proud and in our local St. Leger offices. By telling you what level of service you can expect, you will know when we do not meet this standard. If this happens we want you to tell us about it so we can put it right and learn from where we went wrong.

Responsive Repairs are the day-to-day repairs carried out by St. Leger Homes.

Responsive Repairs do not include work done as part of the Decent Homes programme or any other improvement scheme.



## OUR CUSTOMER SERVICE STANDARDS

We will:

Our Standards	Target	Monitoring	Where Reported
<p><b>Offer an AM or PM appointment for repair orders, pre and post inspections.</b></p>	<p>100%</p>	<p>Mystery shopping  Satisfaction survey</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Complete emergency repairs within 2 hours.</b></p>	<p>100%</p>	<p>Repairs IT report</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Complete urgent repairs within 24 hours.</b></p>	<p>100%</p>	<p>Repairs IT report</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Complete routine repairs within 5 working days.</b></p>	<p>97%</p>	<p>Repairs IT report</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>

Our Standards	Target	Monitoring	Where Reported
<p><b>Complete planned repairs within 20 working days.</b></p>	<p>20 working days</p>	<p>Repairs IT report</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Service gas appliances every 12 months.</b></p>	<p>100%</p>	<p>Internal records</p> <p>Repairs IT report</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Quality check 10% of completed repairs.</b></p>	<p>10%</p>	<p>Repairs IT report</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Answer calls in our Repairs Contact Centre within 25 seconds.</b></p>	<p>100% answered within 5 rings</p>	<p>Electronic telephone monitoring</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>

## Useful Information

### Reporting your repairs

There are a number of ways of reporting your repair:

- by telephone at our Repairs Contact Centre on Freephone **0808 126 3123**
- online using the St. Leger Homes Website: **[www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)**
- the free phones located in all St. Leger offices.

### Repair categories and timescales

We will carry out repairs to your home in accordance with the repair categories and timescales set down as follows:

#### Emergency repairs - 2 hours

Emergency repairs are those repairs which, if not undertaken, could:

- Constitute a real risk of injury or death.
- Lead to major damage of the property.
- Render the dwelling insecure.

#### Urgent repairs – 24 hours

Urgent repairs are those repairs which are required to:

- Restore partial loss of essential services.
- Ensure that the property is wind and weatherproof.

#### Routine repairs – 5 working days

These include repairs to:

- Leaking roofs.
- Mechanical extractor fans in internal kitchens or bathrooms.
- Electronic door-entry phones.
- Minor plumbing and electrical works.
- External door locks.

#### Planned repairs – 20 working days

Repairs that do not fall into the categories above.

**Please Note:** Customer Service Standards in relation to repairs to empty properties and repairs for new tenants are detailed in our leaflet "Empty Property Management including Allocations to New Tenants".

## Customer Service Standards RESPONSIVE REPAIRS AND MAINTENANCE

### Putting things right

We always try to provide the best service we can and ensure we meet the standards we have set. However, if you are not happy with the service, you should contact a local St. Leger office or our Customer Care Officer. There is more information on making a complaint in our leaflet "Access and Customer Care" - our Compliments, Complaints and Comments Policy is available on request from any of our offices.

We will survey our customers from time to time about the services we provide to gauge satisfaction levels and to identify any areas of weakness. We would appreciate your assistance in providing information on your experience of our services and we will use this information to continuously improve.



## Contact Details

Repairs Contact Centre    Freephone **0808 126 3123**  
Customer Care Officer    **01302 862726**

## Other Service Standard Leaflets

St. Leger Homes have produced ten sets of Customer Service Standards around specific areas of service delivery. Other leaflets available detail our standards for the following Service areas:

- *Access and Customer Care*
- *Applying for a Council House*
- *Delivering Decent Homes*
- *Empty Property Management including Allocations to New Tenants*
- *Equality and Diversity*
- *Involving Tenants and Residents*
- *Leaseholder Services*
- *Rent Collection and Rent Arrears Recovery*
- *Tenancy and Estate Management, Anti-Social Behaviour and Neighbour Disputes*

St. Leger Homes of Doncaster Limited  
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Doncaster  
DN4 5ND

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