

Customer Service Standards Responsive Repairs and Maintenance



Quality Homes in Quality Neighbourhoods
www.stlegerhomes.co.uk

Translation Available

- | | | | | |
|---|-------------------|----------------------------|------------------------------|---------------------|
| 1 ترجمه موجود است | 4 可提供翻译 | 7 Доступен (Есть) перевод | 10 可提供翻譯 | 13 अनुवाद उपलब्ध है |
| 2 نیسہ نامادین کہ نوسراؤ کانی نیوہ ودرگیرین | 5 Çeviri mümkün | 8 الترجمة متوفرة | 11 অনুবাদের ব্যবস্থা রয়েছে। | |
| 3 Tradução Disponível | 6 ترجمہ دستیاب ہے | 9 Përkthimi në dispozicion | 12 Traduction Disponible | |

Large Print, Braille and Audio Tape also available



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 HouseProud. 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 |
|---|--------|--|---|
| Service Solid Fuel appliances every 12 months. | 100% | Internal recording system to be in place by 1 July 2008. | <ul style="list-style-type: none"> ▪ HouseProud ▪ Area Boards ▪ Executive Management Team ▪ St. Leger Homes website |
| Random 10% quality check on completed repairs. | 10% | I.T. report. | <ul style="list-style-type: none"> ▪ HouseProud ▪ Area Boards ▪ Executive Management Team ▪ St. Leger Homes website |

RESPONSIVE REPAIRS AND MAINTENANCE

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 St. Leger Homes Website – **www.stlegerhome.co.uk**
- The freephones located in all St. Leger offices.
- In person at any local St. Leger Office.

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".

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 Team. 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. We will use this information to continuously improve.



St. Leger Homes
OF DONCASTER

Contact Details

Repairs Contact Centre
Customer Care Team

Freephone

0808 126 3123
01302 862726

Other Service Standards 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*
- *Leaseholders*
- *Rent Collection and Rents Arrears Recovery*
- *Tenancy and Estate Management, Anti-Social Behaviour and Neighbour Disputes*

www.stlegerhomes.co.uk

St. Leger Homes of Doncaster Ltd
St. Leger Court
White Rose Way
Doncaster
DN4 5ND