



Repairs and Maintenance Service Standards

We aim to provide you with a consistent and high quality repairs and maintenance service. These service standards tell you what you can expect if we carry out repairs or improvements to your home.

Keeping your home in good repair

The following standards ensure that we provide you with an efficient repairs service:

Standard	Target	Measure	Frequency reported
We will provide a 24hr telephone service to report emergency repairs	100% of the time	QHS	Annually
We will offer you a range of ways to report your repair: <ul style="list-style-type: none"> • Telephone • Email • Website • In person • In writing 	100% of the time	QHS	Annually
We will offer morning or afternoon appointment slots	100% of the time	QHS, resident mystery shopping	Monthly
We will keep 95% of appointments made	95%	KPI monitoring	Monthly
We will give you at least 2 hours notice if we have to change an appointment time or date	90% of appointments changed have been given at least 2 hours notice	QHS	Quarterly
We will check the quality of our service by calling 10% of residents who have had a repair each month	10% of job orders to be surveyed each month	Customer Satisfaction polling	Monthly

Keeping your home in good repair

The following standards ensure that we provide you with an efficient repairs service:

Standard	Target	Measure	Frequency reported
We will use your feedback to improve our services and report these improvements to you regularly	4 times per year	Customer Satisfaction polling, Aftercare service, Service Improvement Plans	Quarterly You Said, We did
We will ensure our contractors follow the code of conduct	100%	Customer satisfaction polling Aftercare service QHS	Quarterly
When you report an emergency repair we will attend within 2hrs	97%	KPI reporting	Monthly
When you report an urgent repair we will attend within 3 working days	93%	KPI reporting	Monthly
When you report a routine repair we will attend within 5 working days	96%	KPI reporting	Monthly
We will carry out a gas safety check on your property each year	100%	KPI reporting	Monthly
We will measure your satisfaction with our repairs and maintenance service	95%	KPI reporting	Monthly
We will publish an annual programme of our planned works each year	100%	QHS	Annually