

# Housing Repairs

As stated in your tenancy agreement, you are responsible for reporting any repairs that are necessary, either in your home or in any shared area that we are responsible for. You can find out which repairs we are responsible for by checking our Repairs Handbook on our website. It is important that you give as much information as possible when reporting a repair so that we can address it in the correct amount of time.

## To do this we will:

- Review all repairs fairly and decide on the correct actions to take.
- Carry out works between 8am and 6pm Monday to Friday, except in emergencies.
- Carry out post inspections for health and safety after works are completed.
- All members of staff will display identification so you can feel safe at all times.
- Park sensibly so you and your neighbours are not inconvenienced.
- Not play music without your consent.
- Let you know if they need to turn off electricity, water or other services to your block unless it is an emergency.
- Clear away all rubbish and debris at the end of each day of works.
- Not use the toilet facilities without your consent.
- Make and keep appointments or if they cannot, they will give you 24 hours' notice where possible, and arrange a new appointment with you.
- Keep disruption to a minimum including noise levels and any nuisance arising from smoke, dust, rubbish or other cause.
- Accept a representative or advocate raising an issue on your behalf, providing you have given consent.
- Tell you how to make a complaint if you are not satisfied with the service that you have received from us.
- Always be courteous, helpful and ensure you are treated fairly and with respect.
- Be committed to protecting your personal information in line with the Data Protection and Privacy Rights guidance published on our website.
- Aim to get it right first time.
- Listen and act on customer feedback.

## OUR SERVICE STANDARD

# Housing Repairs

## We ask you to:

- Report repairs straight away and check your handbook and tenancy agreement to make sure whose responsibility it is to be fixed.
- Be available to let staff into your home.
- Regularly update your contact information so we can contact you at all times.
- Keep to the terms of your Tenancy agreement.
- Respect the rights of Council Staff to carry out their duties free from harassment or abuse.
- Be respectful of neighbours and those in and around you area.
- Do not smoke in areas of your home that our contractors are working in.
- Do not leave any children under 18 at home alone whilst works are being carried out by our contractors.
- Do not leave pets unattended and make sure they are kept away from contractors working areas.
- Understand that we will always do our best but there may be disruption and things do not always go to plan.

## Our Timescales and Categories of Repairs:

### Emergency Repairs—Within 24 Hours

These are repairs that need to be carried out to avoid serious danger to the health and safety of the occupants or where a failure to carry out the repair could cause extensive damage to the property.

### Urgent Repairs—Within 3 Days

These are repairs that may effect the comfort of tenants and may cause damage to the property if not carried out urgently.

### Routine Repairs—Within 14 Days

Routine repairs are defined as work requested by the tenant to existing elements of their property due to fair wear and tear.

### Long Term Repairs—Within 56 Days

Long term repairs refer to those where work is more involved a standard day to day repair and involves replacement of elements of the building which needs planning but where these works are not included on a forward planned programme.

## How to contact us about Repairs in your home or communal areas:

**Telephone: 01255 686477 or out of hours Telephone line on 01255 222022**

**Email: [housingrepairs@tendringdc.gov.uk](mailto:housingrepairs@tendringdc.gov.uk)**