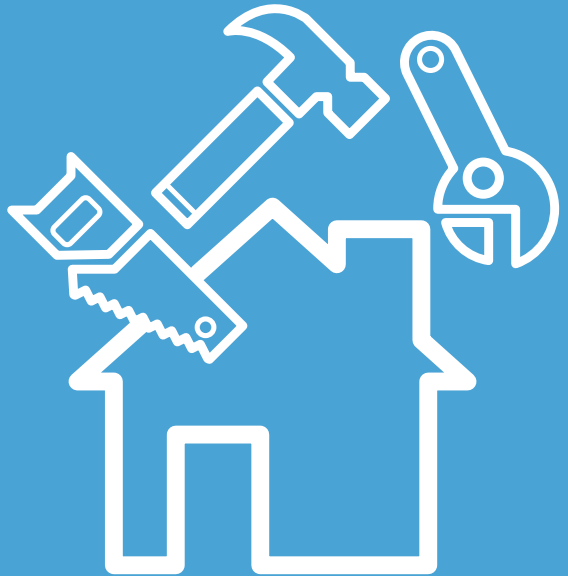




# Repairs and maintenance

at Two Castles  
Housing Association



## Repair and maintenance of your home

Two Castles Housing Association is committed to providing residents with a high quality, reliable and value for money repairs service which meets their expectations.



## **Service standards for responsive repairs**

We will provide you with information about the following:

- what is Two Castles' responsibility and what is yours
- how quickly we will undertake repairs
- access arrangements – we will work out with you a mutually convenient appointment time to undertake the work or inspection
- how to identify and report repairs
- how to report emergency repairs out of hours, 365 days a year
- our policies and procedures in repairs improvement and alterations
- our compensation policy if we break an appointment without telling you in advance.

### **Two Castles Housing Association will:**

- ensure that any repairs and maintenance are carried out to a satisfactory standard
- use appropriate contractors for the job
- provide you with a repairs satisfaction questionnaire to fill in.

### **How do I report a repair?**

When you report a repair, please be ready to provide your name, address and telephone number, along with a description of the repair needed. It would also be a good idea if you could provide us with suitable times for us to access your property.

## Repair Priorities

### Emergency repairs – within 24 hours

All emergency repairs (e.g. a burst pipe, blocked toilet or drain, no lights or power, no central heating or hot water, property not secure) will be carried out within 24 hours.

If you need an emergency repair outside of office hours, call Sitex Orbis on **0845 543 6417**. If you have a gas leak call the National Gas Emergency Service on **0800 111 999**.

### Urgent repairs – within 7 days

These are repairs which significantly affect your comfort or convenience, or the fabric of the building (e.g. a fire, heater or a radiator not working, light fitting or socket not working, overflow running, WC leaking or not flushing, water ingress at an external door). They will be carried out within 7 days.

### Routine repairs – within 28 days

These are repairs which will not seriously interfere with your comfort or convenience (e.g. loose plaster, broken wall or floor tiles, dripping tap, leaking gutters, draughty doors or windows, damaged fencing). These will be carried out within 28 days.



## **Planned and cyclical maintenance**

This is when work is carried out periodically to prolong the life of the building component and avoid further extensive repairs e.g.

- gas servicing (annually)
- hard-wired smoke detector testing (annually)
- external painting (every 4 years, and a maximum of every 8 years for redecoration of external render)
- painting to communal entrances and landings (every 5 years).

## **Targets for achieving performance:**

Two Castles Housing Association aims to carry out:

- 100 per cent of emergency repairs within 24 hours
- over 90 per cent of urgent repairs within 7 days
- over 90 per cent of routine repairs within 28 days.

## **What should I do if Two Castles does not meet these standards?**

There are a number of ways in which to proceed, including:

- taking it up with the staff member you have been dealing with
- if you are still unhappy, ask to speak to a manager
- if you are still unhappy, make a formal complaint under our Complaints procedure (see separate leaflet detailing this).

## Other Formats, Other Languages:

If you require this information in large print, Braille, audiotape or in other languages, please do not hesitate to ask.

Si vous souhaitez des informations dans une autre langue ou sous un autre format, veuillez nous le demander.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

Se deseja obter informação noutro idioma ou formato, diga-nos.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

Approved by **Two Castles Housing Associations Readers Panel**

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