



aschamhomes
www.aschamhomes.org.uk

Service Standard
Repairs

We will carry out:

- Emergency repairs within 24 hours. Our priority will be to make a situation safe and secure. Once we have done this we may order a full repair on a less urgent timescale
- Urgent repairs within three working days when there is serious inconvenience, but no immediate health and safety risk
- Routine works within 20 working days. This is for work where the problem does not cause immediate inconvenience or danger
- Annual gas safety checks on all gas appliances supplied by Ascham Homes. We will arrange an appointment with you beforehand

We will:

- Provide a 24/7 emergency telephone repairs service – 020 8496 4197
- Ensure you can report repairs by telephone through Ascham Direct on 020 8496 4197, via our website, email, letter or in person at the reception
- Give you the job number and the contractors' name and telephone number
- Keep you informed of what actions we are taking and decide on what action (if any) is to be taken within 15 days
- Give you the choice of appointments on routine repairs: early morning (8am – 9am), morning (9am – 12.30pm), afternoon (1pm - 3.30pm) or late afternoon (3.30pm – 4.30pm)
- Confirm the appointment date and time by letter. You will receive a text the day before to confirm the appointment

- Pay you compensation if a repairs partner fails to keep an appointment
- Keep you informed about progress on any repairs to your home that are placed on a future programme of work
- Ask you for feedback about the repairs service
- Keep tenant representatives informed about repairs to communal areas

When visiting your home, we and our partnering contractors will:

- Keep to booked appointment times and give as much notice as possible if an appointment has to be rearranged
- Carry a photographic identity card with a contact telephone number for confirmation
- Carry language and Braille 'flash' cards to help customers who do not speak English
- Wait outside while you check with Ascham Direct if you are not sure of our identity
- Wear clothing suitable to work being carried out and arrive in a clearly marked vehicle
- Behave in a polite and professional way at all times
- Cause as little disruption and mess in your home as possible
- Take care of your belongings and protect them from dust and debris
- Clear any building material from inside your home at the end of each working day
- Remove any building material in the garden or outside the property within 24 hours