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Maintaining your home



Rushden Office

1 Crown Court
Crown Way
Rushden
Northamptonshire
NN10 6BS

t: 0845 603 5399
text: 447797 800062

email: spirehomes@longhurst-group.org.uk
www.spirehomes.org.uk



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How can I report a repair?

- By phoning us on **0845 603 5399** and select option 1.
- Writing in to our offices giving us details of the repair.
- Completing a repair request form on our website.

What do I do in an emergency?

An emergency repair is any repair that is an immediate danger to your health, public's safety, security problems or which may lead to serious damage to the property.

This may include; gas leak, major storm damage or a burst pipe. Please phone us on 0845 603 5399 and select option 1.

We also have an emergency standby service for when the office is closed. If the emergency happens outside office hours, please phone 0845 603 2949 and select option 1. We will not complete any repairs that can wait until the office re-opens.

Who processes the repair once it is reported?

We have a dedicated customer services team who deal with day-to-day repairs. When you report your repair, Apollo or Kinetics' customer services team will help diagnose the problem and let you know the timescale for fixing the repair.

are not happy with any aspect of the repairs service. We are also happy to hear your views if the work has gone well.

When you report a repair you must tell us;

- your name;
- your address;
- a phone number if you have one;
- the best time to do the repair, for example a morning or afternoon;
- and as much relevant detail about the repair as possible.

You will then receive a letter confirming your details, your repair request and the target date for the contractor to complete the work. Please remember to check for identification before letting people into your home.

How long will it take to carry out a repair?

When you report a repair we will let you know what priority we have given it. This ensures that the most urgent jobs are completed first.

We will complete the repairs or make safe within the timescales;

- Emergency repairs – e.g. No heat or hot water, burst pipe, no power to property – within 24 hours
- Urgent repairs – e.g. roof repairs, dripping taps – within 7 days
- Non urgent repairs – e.g. leaking gutter, plaster repair – within 1 calendar month

If the repair is not fully completed because the contractor needs to do another repair to finish the work they will inform you of this. Some repairs may take longer because they may need to order parts.

What happens if a contractor calls and I am out?

If you are out when the contractor calls, they will leave a card. You should ring the number on the card as soon as possible to rearrange the visit. They will visit your home again, but if they cannot get in, we will cancel the repair. If the repair still needs attention, you will need to report the repair to us again.

Will I be charged for any repairs?

If you, your family or invited friends cause damage to any of our fixtures or fittings, or to the common parts of a home you live in then you must either make good the damage or pay us for any costs we incur in repairing the damage or replacement of an item.

If you suffer criminal or malicious damage to your home then we pay for the repairs or replacement, but only if you have reported the crime to the police and have a valid crime number. As a matter of course we will check this information.

You should claim on your household insurance for personal effects stolen or damaged.

What repairs service can I expect?

We gave a commitment to deliver a quality service when carrying out repairs and improvements to your homes.

The following standards have been set:

- Our staff will be friendly and polite at all times;
- All staff will carry proper identification and must show it before entering a property or working nearby. Please remember to ask for it;
- We will leave the area clean and tidy when we have finished the work;
- We will insist that health and safety regulations are followed at all times;
- We will do the work as quickly as possible and with minimum disturbance to you; and
- The materials, products and workmanship involved in carrying out repairs will be of high quality and suitable for the job.

How can tenants give their views on the repair service?

A tenant satisfaction survey is sent out for every repair that is undertaken. Your views are extremely important to us as they tell us how the repair went and whether we could be doing anything differently to improve the repairs service. You must let us know if you