



**We can help**



We can help you understand this information in your language. We can provide documents in large print or audio. Please ask a member of staff.

Bengali	আমরা আপনাকে আপনার ভাষায় এই তথ্য বুঝতে সাহায্য করতে পারি। অনুগ্রহ করে কর্মচারীদের কাউকে জিজ্ঞাসা করুন।
Gujarati	તમારી ભાષામાં આ માહિતીને સમજાવા માટે અમે તમારી મદદ કરી શકીએ છીએ. કૃપા કરી સ્ટાફના કોઈ સભ્યને પૂછો.
Hindi	हम इस जानकारी को आपकी भाषा में समझाने में आपकी सहायता कर सकते हैं। कृपया स्टाफ के किसी सदस्य से कहें
Punjabi	ਅਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਸਮਝਾਉਣ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਸਦੱਸ ਨੂੰ ਕਹੋ
Chinese	我們可以使用您的母語向您解釋此信息。詳情請諮詢我們的工作人員。
Farsi	ما می توانیم به شما کمک کنیم این اطلاعات را به زبان خود دریابید. لطفاً از یکی از کارکنان تقاضا کنید.
Urdu	ہم آپکی اپنی زبان میں ان معلومات کو سمجھنے میں آپکی مدد کر سکتے ہیں۔ براہ مہربانی عملے کے کسی ممبر سے پوچھیں۔
French	Nous pouvons vous aider à comprendre ces informations dans votre langue. Nous pouvons fournir les documents en gros caractères. Demandez à un membre du personnel.
Polish	Możemy pomóc w zrozumieniu tych informacji w Państwa języku ojczystym. Możemy dostarczyć dokumenty dużym drukiem. Poproście osobę z personelu.
Portuguese	Podemos facilitar-lhe esta informação na sua língua. Disponibilizamos documentos impressos em letra grande. Por favor dirija-se a um dos funcionários.

Connect Housing Association Ltd, 205 Roundhay Road, Leeds LS8 4HS  
5th Floor, HSBK Bank Chambers, Cloth Hall Street, Huddersfield HD1 2EG

Housing Services Hotline Leeds: 0113 285 0400 Huddersfield: 01484 35 35 30; Repairs Hotline Leeds: 0113 285 0404 Huddersfield (Trinity) 08453 313 121

# Repairs



## Service Standards



## Our Aims

- We aim to provide an efficient repairs service and to keep our properties in good condition. We will fulfil our legal responsibilities to you as tenants to keep your property in good repair as outlined in your tenancy agreement. We will use customer feedback to make improvements to the repairs service.

## Reporting Repairs

When you report a repair we will:

- Try to diagnose the repair by asking you a number of questions.
- Tell you if the repair is your responsibility or Connect's – your tenant handbook explains this in more detail.
- Tell you if we think the repair is urgent, routine or an emergency – this will give you a target date for when the work should be finished.

### Category of Repair

### Guidance notes to clarify

Emergency

A repair that can be dangerous to people or the building structure.

Urgent

Less serious than an emergency, but needs prompt attention to restore an important service or prevent it becoming an emergency.

Routine

A day-to-day repair to keep your home in good order e.g. Broken drawer

- \* If your repair is complex, arrange for a visit (pre-inspection) so we can understand better what needs to be done. During the visit, we will tell you if the repair will take more than one visit and why that is.
- If we have to change or cancel your repair for any reason, write to tell you why we have done this.

**Leeds Office**  
**205 Roundhay Road**  
**Leeds LS8 4HS**  
**Tel: 0113 285 0400**  
**Fax: 0113 234 0482**  
**minicom: 0113 235 0416**

**Huddersfield Office**  
**The Media Centre**  
**6 Friendly Street**  
**Huddersfield HE1 1RD**  
**Tel: 01484 353 530**  
**Fax: 01484 353 545**

**Email: [corporate.services@connecthousing.org.uk](mailto:corporate.services@connecthousing.org.uk)**

**Website: [www.connecthousing.org.uk](http://www.connecthousing.org.uk)**



A charitable housing association



## Service Standards

Service standards tell you what you can expect from Connect Housing. We want to come up to our service standards and, to check this out, all standards marked with a \* are measured and monitored. However, if you spot that we fall short of the standards that we have described, please contact a member of the Community Services Team or the Service Improvement Team and we promise to investigate your concerns. Or, alternatively, you can make a formal complaint (see Service Standard Leaflet 2 or the "How to Make a Complaint" leaflet) if you believe that this is more helpful.

We will review our service standards every year with your help and involvement. We will consult you in a variety of ways to make sure our services meet what you expect. We are committed to the use of external quality standards and independent assessment of what we do. We are also committed to constantly working on our service standards so that you regularly experience improvements in what we do.

## Useful Phone Numbers

- Wherever you live, report any problems with heating, boilers, hot water, gas or gas servicing directly to **IDM on 01274 603-333**.
- If you live in Leeds or Bradford, report any repair (that is not a heating repair) by ringing the **Leeds repairs hotline on 0113 285-0404**.
- If you live in Kirklees, Calderdale or Wakefield, report any repair (that is not a heating repair) by ringing **Trinity on 0845 3313-121**.
- Wherever you live, out-of-hours emergency repairs can be reported to **Tunstall on 0845 053 1324**.

## Repair Timescales

We will:

- \* Attend and make safe emergency repairs within 24 hours of the repair being reported to us. A contractor will attend within two hours (immediate repair) if the emergency is serious (for example, an uncontrollable water leak).
- Provide a 24 hour service to deal with emergency repairs at all times of the year.
- \* Carry out urgent repairs within seven days of the repair being reported to us – we may well complete the repair more quickly than this (our current average time for urgent repairs is four days) but the longest wait will be seven days.
- \* Carry out routine repairs within 28 days of the repair being reported to us – we may well complete the repair more quickly than this (our current average is 6 to 12 days) but the longest wait will be 28 days. Trinity Property Maintenance in Kirklees aims to complete within 18 days. We are working with Baldwins in Leeds to achieve the 18 day target by April 2007.
- If your repair is likely to take longer than the target timescale (eg when we are waiting for a specific part), let you know the approximate wait needed.

## Appointments

We will:

- \* Offer you a morning or afternoon appointment for urgent and routine repairs – if we have an up-to-date phone number, ensure that you receive your appointment within two working days of reporting your repair.



- Make sure our Repairs Officers and Contractors keep appointments and, if they cannot for any reason, that they let you know before the time of the intended meeting.
- Aim to provide specific appointment times if you have specific medical needs or are vulnerable for other reasons.

### **Gas Heating, Hot Water and Boiler Repairs**

We have a specialist contractor for dealing with gas heating, hot water and boiler repairs so please phone them directly if you have any problems—the number is at the end of this leaflet.

We will:

- Attend and make safe emergency gas repairs within two hours.
- All other gas repairs will be responded to within 24 hours—we will offer you a morning or afternoon appointment slot for these repairs.
- Carry out a gas safety inspection each year and give you a gas safety certificate.

### **Visiting your Home**

When we visit you home we will:

- \* Provide proof of identity before entering.
- Take every precaution so that your belongings and property are not damaged.
- Make sure that the materials and tools do not cause any damage.
- Advise you if we are unable to gain easy access to the problem area because of work you have done (eg laminate flooring, ceramic tiles fixed around controls) and how best the problem can be overcome.

- Warn you of any likely noise and keep this to a minimum.
- \* Leave the property clean and tidy.
- If you are not in, leave a card providing the relevant contact phone number. Please do call us – if you have missed an appointment and do not call us, your repair work may be cancelled.

### **Quality of Repairs**

We will:

- Use only contractors that are approved by us.
- Always use good quality materials.
- \* Monitor that work completed by our contractors is to a satisfactory standard. A member of staff will check the quality of the work on up to 10% of completed repairs.

### **Empty Properties**

We will:

- Ensure our properties are safe and secure whilst empty.
- Investigate properties that may have been abandoned within one working day of being made aware that it may be empty.
- Ensure all health and safety repairs are carried out on properties before they are let.
- \* Ensure all workmanship on our properties is of an acceptable standard.
- Tell you about any outstanding works needed to your property before you move in.
- Tell you if you are entitled to a decorating allowance (we may not always be able to redecorate all empty properties).

