



Repairs: Connect Commitments

We will keep your home in good condition by providing an efficient repairs service.

We will make sure that your home is a healthy and safe place to live by keeping all of our responsibilities under the law.

How will Connect do this?

We will make it easy to report a repair

You can report a repair at any time by phone, email or online, or by visiting one of our offices when they are open.

Phone: **0300 5000 600**

E-mail: repairs@connecthousing.org.uk Online: www.connecthousing.org.uk

We will:

- Diagnose the repair by asking a number of questions
- Tell you if the repair is Connect's responsibility or yours
- Tell you if the repair is classed as an "emergency" or a "non-emergency"
- Give you an appointment or a target date for when the work should be finished

Class of repair

What that means

When it will be done

Emergency

Something that needs acting on straight away to safeguard people or property.

If it is very serious, a contractor will come within 2 hours. All jobs will be made safe within 24 hours. But, if follow-up work is needed, this *may* then be classed as a non-emergency.

 Non-emergency

Something that is not dangerous and does not require immediate attention.

Within 15 working days at the most, but we expect that 8 out of 10 of these jobs will be done in 10 working days.

If the repair is especially complicated, we might arrange for staff to visit you so we can understand better what needs to be done. During the visit we will tell you what will happen next. If the repair is likely to take longer than 3 weeks to complete, we will tell you why and agree a date with you for the job to be finished.

We will carry out the work when It is convenient for you

For an emergency repair, we will come as soon as possible.

For non-emergency repairs, we will:

- Offer you a morning, afternoon or evening appointment between 9:00 a.m. and 6:00 p.m. Monday to Friday. You can request special arrangements such as “First visit of the morning” or “Avoid the school run”.
- ★ • In most cases, give you the appointment date when you first report the repair. Always give you an appointment date within 2 days of your reporting the repair.
- Send you a text, e-mail or call you, the day before to remind you we are coming to do the repair.
- Let you know before the appointment time if, for any reason, our Repairs Technician is late or cannot attend.
- We will try to call you on the morning of your repair to give you a better indication of the time we will visit.
- ★ • If at all possible, complete the repair on the first visit. If the repair is complex or we have to wait for a part, let you know the approximate wait needed.
- If we can't do the work in one visit, we will aim to come back to complete the work as soon as possible.
- If the repair is your responsibility, our staff will offer advice on how you can get the work done.

We have a clear standard for Repairs Technicians who visit your home

We expect that Connect staff and contractors will:

- Turn up on time
- Introduce themselves to you and show ID if you ask for it.
- ★ • Be professional, respectful and courteous at all times
- Explain what they are doing
- Protect your home while they work
- ★ • Leave your home clean and tidy.



We provide a specialist contractor for gas heating, hot water and boiler repairs

If you have problems with your heating, please phone our specialist contractor via our main switchboard 0300 5000 600.

We will:

- Make safe emergency gas problems within 2 hours.
- ★ • Come within 24 hours for all other gas repairs and offer you a morning or afternoon appointment slot.
- ★ • Carry out a gas safety check and service every year.

FOR GAS LEAKS CALL THE NATIONAL GAS EMERGENCY SERVICE ON 0800 111 999.

Getting it Right

We aim to deliver a high quality service and product in all aspects of our maintenance service. Our approach to quality assurance starts before any work is actually done, and continues until well after it is completed.

Here are the key points:

- We recruit staff and contractors, that have high levels of technical skill, but also a positive attitude and behaviours which reflect Connect's values
- We provide induction and regular training to our staff, and require our contractors to do the same, to ensure that we provide services to the standard set out in this booklet
- We use good quality tools and materials to carry out repairs, and take care to protect surrounding areas and belongings as far as reasonably possible
- We work to legal requirements and published good practice
- Our senior staff monitor the quality of the work and behaviours that the Technicians and contractors deliver, both during the maintenance operations and after it has been completed
- In specialist areas of work (eg. gas and lifts) we use expert consultants to provide an independent quality check of a sample of the work carried out
- ★ We conduct customer satisfaction surveys on all maintenance operations
- We monitor complaints and other feedback and learn from problems that have arisen
- We examine our maintenance records to identify patterns of repairs, and aim to design interventions that will reduce the incidence of such problems.
- ★ We will report on these quality assurance measures and monitoring regularly to the CRF and Board.

How will you know if Connect keeps these standards?

Obviously, for any repairs that *you* have, you will know if the standards are kept – please let *us* know by filling in the satisfaction survey form online or choosing to take part in a phone survey.

All standards that are marked with a ★ are measured and monitored. We will report performance against this standard every year to tenants. In addition, a tenant group will look at the results in much more detail.

If these standards are not met, you can:

- Let us know so we can put it right as soon as possible.
- Make a formal complaint (see leaflet "How to Make a Complaint").
- Make your concerns known to the Connect Residents Federation (CRF) committee. Where these concerns are not addressed satisfactorily, the CRF Chair will share the issues with the Chief Executive.

Useful phone numbers

Report any problems with **heating, boilers, hot water, gas or gas servicing** to us on 0300 5000 600 and select option 1.

Report any repair that is not a heating repair by ringing 0300 5000 600 and select option 2.

When the office is closed Mondays to Fridays 5.00pm until 8am (but 10.30am on Wednesdays), weekends and bank holidays, you can report **emergency repairs only** to our out-of-hours line on 0300 5000 600 and select option 1.



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