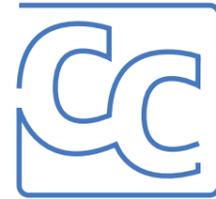


Introduction



The Connect Commitments are our agreed service standards. The Regulator for Social Housing requires that we have 'local offers' for our residents.

These commitments comprise our local offers (agreed with residents) that outline our promises in terms of the service you can expect to receive in eight areas.

The Commitments are created by our Service Improvement Forum (SIF), which is made up of Connect Residents Federation (CRF) members, residents, staff and Board members. The group meet four times a year and hold Connect accountable for the delivery of the commitments. They also produce our Annual Residents Report.

How will you know if connect keeps these standards?

If you live in a Connect property/ scheme and have had any of the following services from us, you will know if it meets the following standards or not.

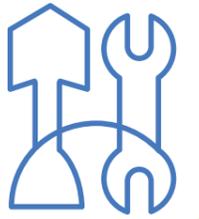
 **All standards that are marked with a gold star are measured and monitored.**

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.

Connect Commitments: Repairs



- 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 we do this?

We will make it easy to report a repair

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

 **0300 5000 600**

 **repairs@connecthousing.org.uk**

 **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

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 three weeks to complete, we will tell you why and agree a date with you for the job to be finished.



Emergency repair

This is classed as something that needs acting on straight away to safeguard people or property.



Timescale

If it is very serious, a contractor will come within two 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.



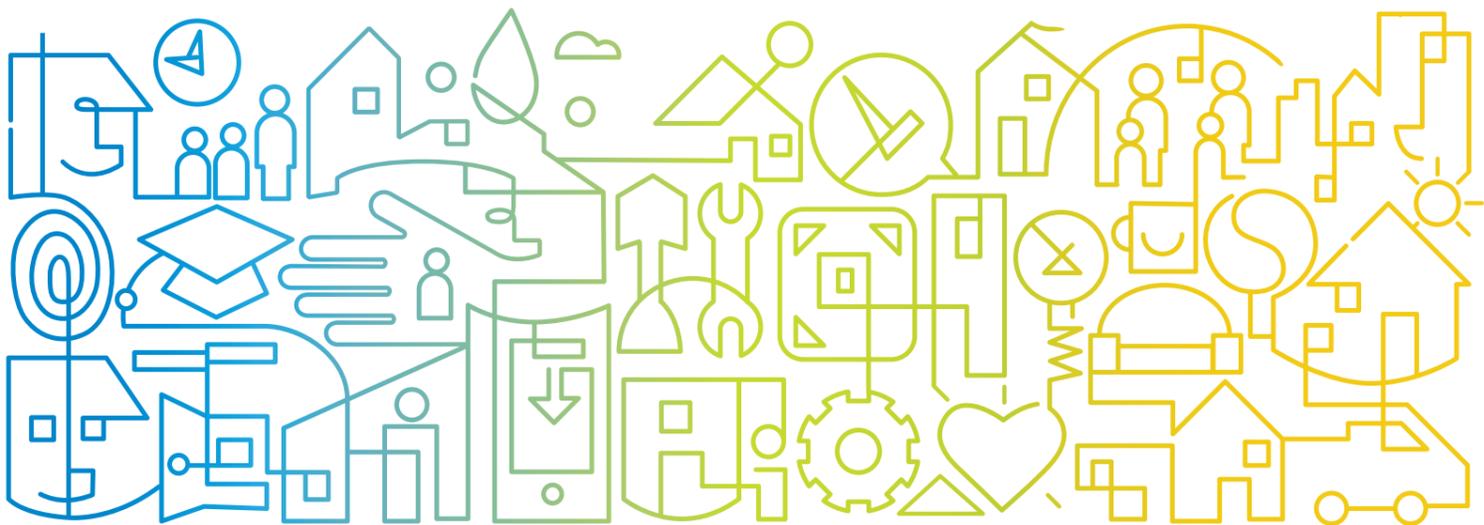
Non-emergency repair

This is classed as something that is not dangerous and does not require immediate attention.



Timescale

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.



Phoneline details

We have one number where you can report emergency and non-emergency repairs:

0300 5000 600

For problems with heating, boilers, hot water, gas or gas servicing, select **option 1**.

Any repair that is not a heating related, select **option 2**.

Outside office hours, the lines operate an emergency service. You can report emergency repairs by selecting **option 1**.



Office hours

Mon: 9am to 5:30pm	Sat: CLOSED
Tue: 9am to 5:30pm	Sun: CLOSED
Wed: 10:30am to 5:30pm	
Thu: 9am to 5:30pm	
Fri: 9am to 5:00pm	



 0300 5000 600

 hello@connecthousing.org.uk

 www.connecthousing.org.uk

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