

Repairs and maintenance



What are the Connect Commitments?

As a social housing provider, we're required to have 'local offers' with you. These are commitments about the standard of service you can expect from us.

How are they decided?

The offers are for you so we asked you, the residents, to give us your feedback on what matters most. We then used this to create the commitments.

The Connect Commitments are monitored over time by the Service Improvement Forum (SIF), a group of residents that scrutinise the way we deliver our services.

What you expect from us



We will complete repairs to a standard you consider good or outstanding.



We will keep your home well-maintained and safe to live in.



We will keep you informed about your repair when it's not possible to complete it in one visit.



We will make safe all emergency repairs within 24 hours.



We will aim to complete 95% of non-emergency repairs within 28 days.



When repairs are carried out in your home or communal areas, we will work in a professional manner, leaving homes clean and tidy.

We will measure and monitor against each commitment marked with a  and report on this regularly. The Service Improvement Forum will also look at the reports in much more detail.

What was important to you?

When asked, you told us that repairs and maintenance are the most important thing to you.

As a landlord, our job is to provide you with a safe and affordable home. Our repairs and maintenance service is an important part of this, so it needs to work efficiently, whilst being cost-effective.

The way we communicate with you is also essential to this service. We must be clear and accurate, listen to you when something is wrong, and be proactive in resolving issues you have.

What if we're not meeting our commitments?

If this is the case, we want to hear from you. Please let us know so we can put things right as soon as possible.

You can contact us via:

☎ 0300 5000 600 🌐 connecthousing.org.uk ✉ hello@connecthousing.org.uk

Want to get involved in Connect?

The creation of the Connect Commitments is just one of the ways residents have had a positive and influential impact at Connect. Does this sound like something you'd like to do? Or would you just like to have your voice as a Connect resident heard?

To find out more about how to get involved in Connect contact our tenant engagement team on **0300 5000 600** or gettinginvolved@connecthousing.org.uk.



If you need this document in another language, in large print, or audio please get in contact with us.