

## **Service standards - Appointments System**



### **Tai Ceredigion's mission statement**

"To be a first class bilingual landlord and employer that puts tenants first, provides quality homes and benefits communities and the local economy".

### **Standard**

At Tai Ceredigion we are committed to providing high quality services to all our customers and therefore:-

### **We will:**

- offer you an appointment when you call us with a genuine responsive maintenance request.
- offer you AM (8am - 12pm) or PM (1pm - 4pm) appointments only.
- do our best to provide you with a suitable appointment convenient for your needs.
- provide you with a follow up call to confirm your appointment.
- contact you as soon as possible if we are unable to keep an appointment.

### **You must:**

- be willing to work with us and indicate when you are home or arrange access with a responsible person, named by yourself.
- ensure that arranged appointments are kept to at all times (unless otherwise notified).

Appointments can also be made via our online repair tool called Repairs Direct via our website - we will confirm this appointment with you, but you will need to leave a valid e-mail address or valid telephone number when making the request, to enable us to confirm the appointment.

### **Broken Appointments**

- Please note that broken appointments are identified as rechargeable.
- If the work is damage caused by you, a member of your family, or a guest to your home, this work will be rechargeable, and you will be expected to pay for this work. Prices are based on Tai Ceredigion's Schedule of Rates plus 15%, with a minimum charge of £100.

A copy of our Rechargeable Works Policy is available upon request on 0345 606 7654 or e-mail [post@taicedigion.org.uk](mailto:post@taicedigion.org.uk)

**These Standards will be reviewed regularly, at least every three years**

