

Service standards - Reactive Maintenance



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

Tai Ceredigion is committed to providing a responsive and effective repairs and maintenance service in order to ensure high levels of tenant and leaseholder satisfaction and to protect the value of its housing stock.

Tai Ceredigion has a responsibility and is legally obliged to carry out certain repairs. There are also other repairs that you as the tenant are responsible for.

Note: See Tenants' Handbook for details.

Reactive Repairs:

- are day to day repairs that require repair within a relatively short timescale and that cannot be included within a planned repair programme.
- are required to ensure Health, Safety or Security of the tenant, and to prevent deterioration of the property.
- are most often reported by tenants, but can be instigated by any member of staff.
- can be reported by telephone, letter, e-mail, in person or through our website via Repairs Direct.

When reporting a repair you will need to provide us with the following information:

- your name, address and contact number.
- what you think needs to be done, giving as much detail as possible.
- when somebody will be home to allow the repair to be carried out or an inspection made.

We will:

- ensure that tenants and leaseholders are able to report repairs easily.
- aim to ensure that action to remedy the fault is taken as quickly as possible.
- provide a Monday to Friday repairs service together with an 'out of hours' emergency repairs service provided by Carmarthenshire County Council's Careline.
- aim to raise a work order on the day of reporting, unless we need to inspect the repair first.
- offer an appointment, where possible, that will be mutually convenient, or aim to complete repairs as follows:
 - Emergency Repairs within 24 hours
 - Urgent repairs within 5 days
 - Non urgent routine repairs within 28 days
- ensure all of our employees show identification when calling at your property.
- Attach a Repair Satisfaction Survey to work orders in order to monitor tenant/leaseholder satisfaction.

A copy of our Property Maintenance Policy is available upon request on 0345 606 7654 or e-mail post@taicedigion.org.uk.

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

Reviewed 111017

