

## **Service standards - Appointments**



### **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).

Request for repairs can also be reported through our "TŷFi" online service via our website or it can be downloaded via the app on your mobile or tablet from the App Store or Google Search, please search "Tai Ceredigion".

### **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, with a minimum charge of £100 plus 15% admin fee, plus VAT.

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

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

