

Customer Service Standard – Repairs and Maintenance

Service Overview

The Repairs and Maintenance Service is committed to providing our tenants and leaseholders with an excellent repairs and maintenance service.

The team deliver a comprehensive service which includes responsive repairs, planned maintenance, empty property repairs and property adaptations.

Our Customers Promise

We will:

- Be professional and treat all customers fairly
- Deliver the services within appropriate timescales
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

Our Customer Groups

Our customers include Residents of the borough, (including home owners, council tenants, leaseholders, and private tenants).

Our Partners

Leicestershire County Council's Occupational Health Service, contractors , lightbulb, Out of hours service, Police, Fire Service, Utilities companies, Adult social care.

Access

Customers can access our service through the following methods:

Phone

By calling our Customer Service Team on 0116 2888 961 (see our website for opening hours)

Out of Hours Emergency phone line: 0800 083 96 95

Our Standards

When you	We will	Timescale/Target
Report a repair	Attend	90% of jobs within our published timescales.
Live in one of our homes	Offer you a gas safety inspection	Every year
Contact the repairs team with an enquiry	Respond to your enquiry	Within 3 Working Days