

Repairs and Voids Charter



Our Repairs and Voids Charter

To continuously improve the level of customer care to meet customer expectations.

Sutton Housing Partnership has a strong commitment to customer care. We have developed a number of customer charters with our customers.



The charters identify the level of service which our customers can expect.

All staff are trained in customer care and the standards to which they are expected to work. We monitor and update all our service charters annually.

Customer Care commitment

We will aim to provide excellent services that are easy to access and use.

Our Customer Care commitments to you are to:

- Treat you politely, be courteous, helpful and listen to your enquiry.
- Treat you and colleagues with respect at all times.
- Make sure all staff and representatives introduce themselves and wear identification badges at all times.
- Make sure our staff provide their first names to you.
- Treat you fairly, regardless of age, nationality, ethnic origin, gender, sexual orientation, disability and faith or belief.
- Provide you with information in a format that is easy to understand, including large print, in Braille, on CD or in your own language on request.
- Allow you the time to discuss things properly.



- Listen to your enquiries and requests in a variety of ways, including through reception, telephony service, internet, e-mail, face to face contact, fax and letter.



- Involve customers in developing our services.
- Listen to our customers' views and use opinions to help us shape our service, including carrying out regular satisfaction surveys.

If you need to report a repair we aim to:

- Provide a Freephone service from 8am to 5pm, Monday to Friday. 8am to 7pm on a Tuesday and a Thursday and reception service from 9am to 5pm, Monday to Friday.
- In an emergency provide a 24 hour all year round service to deal with a repair in order to

make your property safe. (Please see our Repairs Handbook for details).

- Provide you with a Repairs Handbook when you become a new tenant to help you report the repair more accurately.
- Provide on our website, the electronic form of the Repairs Handbook to report a repair.
- Provide a Repairs e-mail address if this is your preference to report a repair.

When you contact us about a repair we may have to visit you, we will aim to:

- Offer you an appointment for a surveyor to inspect the fault within 10 working days.



- Give you 48 hours notice if we are unable to attend.
- Leave a calling card if we visit, but you are not at home.
- Write with an appointment if this

is your preferred method of contact.

- Inform or refer you to other agencies if appropriate, for example if your home requires an adaptation because you or a member of your family has a disability.



If you need a repair carried out we aim to:

- For non urgent repairs (C & D) offer you a two hour appointment slot for our contractor to attend. Including a late night slot on Thursday and a Saturday morning.
- Place your repair order with our contractors to be dealt with in the following response times:
(Please see our Tenants, Leaseholders or Repairs Handbook for further information).
- **A** - Go to the premises and make safe - within three hours.
- **B** - Go to the premises and

make safe - within 24 hours.

- **C** - Go to the premises and finish the repairs - within 5 working days.
- **D** - Go to the premises and finish the repair - within 20 working days.

(Please note we offer appointments for C and D repairs only).

- Send you a questionnaire* about the repair with details of the appointment and target date for job completion.

**The questionnaire will give you the opportunity to tell us how satisfied you are with the repair.*

- A number of inspections will be carried out by surveyors and resident inspectors to monitor the quality of work after completion.
- Follow up on any dissatisfaction with the repair. This will help us to continue improving our services.



- Offer you a range of ways to complain or compliment the repair service, including in person, at our office, in your home, on the telephone or in writing.

What you can expect from our contractors, they will aim to:

- Provide a dedicated contact number.



- Make sure all staff representatives introduce themselves and wear identification badges at all times.
- Treat you and your home with respect.
- Keep you informed if more than one visit is required and offer you an appointment.
- If you have a mobile phone we will aim to text you prior to the appointment as a reminder.

- Provide dust sheets where necessary to protect your possessions whilst work is in progress.
- Remove any rubbish produced from the work carried out.
- Leave your home neat and tidy.

When you are choosing and moving into your new home: we will aim to:

- Send you a letter confirming you are invited to a multiple viewing.
- Arrange to accompany you when you are viewing your property.
- Provide you with a viewing information pack that includes our letting standard and for existing tenants, information on how to end your tenancy.
- Inform you of any non urgent works that will be carried out after you move in.
- Read the gas/electric meters and arrange a supplier to make it



easier when you move in.

- Ensure you have at least two keys for the front door.
- Arrange with you a convenient time for you to sign for your tenancy.



- Contact you within two weeks after you move into your new home to complete a satisfaction survey.

You can call our contractors
KNK Building Services Limited
on **Freephone 0800 032 2450.**

Our Targets

When you call us we aim to

To answer 96% of all calls within 30 seconds

80% of all calls answered within 20 seconds

100% of emergency repairs to make safe will be carried out within 24 hours

When we visit you we aim to

93% of home visits within 10 working days

Make appointments for 98.5% of non urgent orders

How satisfied are you?

Post inspect 10% of work carried out by the contractor

94% overall satisfaction with the repair service

Visiting your new home

100% accompanied viewing

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Images courtesy of www.sxc.hu

If you need a translation of this document please tick the box for the language required, complete the form and return it to the address given below.

Arabic

لجنة الترجمة
إذا كنت تحتاج ترجمة هذه الوثيقة الرجاء ضع علامة في المربع للغة التي تحتاج لها، اكمل الاستمارة وقم باعادتها الى العنوان الموجود في الاسفل

French

Si vous avez besoin d'une traduction de ce document, cochez la case correspondant à la langue demandée, remplissez le formulaire et renvoyez-le à l'adresse figurant ci-dessous.

Spanish

Si necesita una traducción de este documento, marque la casilla del idioma que requiere, rellene el formulario y envíelo a la dirección que se indica más abajo.

Tamil

இந்தப் பத்திரத்தின் ஒரு மொழிபெயர்ப்பு உங்களுக்குத் தேவையானால், தயவுசெய்து வேண்டப்படும் மொழிக்கான பெட்டியில் அடையாளமிட்டு, படிவத்தை நிரப்பி, அதனைக் கீழே கொடுக்கப்பட்டுள்ள முகவரிக்குத் திருப்பியனுப்பவும்.

Turkish

Elinizdeki bu belgenin Türkçe'ye çevrilmesini istiyorsanız, uygun kutucuğu işaretleyip gerekli bölüme iletişim bilgilerinizi yazdıktan sonra lütfen aşağıdaki adrese gönderin.

Many publications can be downloaded directly from our website, please visit www.suttonhousingpartnership.org.uk. Click on the 'Browse Aloud' button or text size button if you have a visual impairment. If you need this document in large print, Braille or on audio CD please tick the relevant box below and complete the form.

I would like this document in:

Large Print

Braille

Audio CD

Name _____

Address _____

Telephone No _____

Please return to:

**Repairs and Voids Charter
Equality and Diversity Team
Sutton Housing Partnership
Sutton Gate, 1 Carshalton Road
Sutton, Surrey SM1 4LE**

Visit and write to us at **Sutton Housing Partnership**,
Sutton Gate, 1 Carshalton Road, Sutton, Surrey SM1 4LE.

Telephone us on **Freephone 0800 195 5552**

or from your mobile on **020 8915 2000** (call charges may vary depending on your network).

Email us customer care@suttonhousingpartnership.org.uk

Visit our website www.suttonhousingpartnership.org.uk

Managing council homes on behalf of the London Borough of Sutton

