

your responsibilities

We expect you to:

- ▶ report any concerns to our staff as quickly as possible
- ▶ be polite to our staff
- ▶ tell us how you think we can improve our service by using our comments and complaints system

keeping our promises

If we get it wrong we will:

- ▶ apologise and give you an explanation of what went wrong
- ▶ advise you how we will put it right and how we will learn from the mistake so it doesn't happen again

if you have a concern please use our comments and complaints system to let us know and we will:

- ▶ acknowledge your complaint within 2 working days, either in writing or verbally
- ▶ respond in full within 10 working days, either in writing or verbally, advising you of the date you can expect to hear from us if this is not possible
- ▶ keep you informed if the complaint takes a long time to investigate
- ▶ arrange for a senior officer to investigate your complaint if you are still dissatisfied
- ▶ offer you an appeals stage if you are still not happy with the outcome. Your complaint will be considered by a panel of at least 3 members and you will be notified of their decision in writing within 5 working days

contact us

By telephone:

repairs hotline

01274 257003

or by writing to us at:

Incommunities
buildingservices
Suite 2,
Dudley Hill Business Centre,
Knowles Lane,
Bradford BD4 9SW

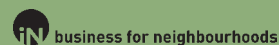
or alternatively by using the freephone facility at your local Incommunities office.

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 01274 254321.

Pokud chcete tyto informace v jakémkoli jiném formátu včetně zvětšeného tisku, audio CD/kazety, Braillova písma nebo překladu do jiného jazyka, volejte prosím na telefonní číslo 01274 254321.

Ak chcete tieto informácie v inom formáte vrátane zväčšeného písma, zvukového CD/kazety, slepeckého písma alebo v preklade do iného jazyka, zavolajte na tel. číslo 01274 254321.

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www.incommunities.co.uk

Incommunities Group Limited is registered in England with Companies House No. 04221767. Registered address: Trust House, 5 New Augustus Street, Bradford, West Yorkshire BD1 5LL

repairs & maintenance



our promises



what are quality standards?

These are standards of service which explain to you the quality of service you can expect from us.

what is repairs and maintenance?

Incommunities maintains and carries out repairs to all Incommunities homes across the district and is committed to providing a high quality repairs and maintenance service to all customers.

We deal with over 80,000 requests for day-to-day repairs each year.

You can call our special repairs hotline on **01274 257003** to report repairs during the day or at night, weekends and Bank Holidays. This is a 24 hour, 7 days a week hotline.

You can also log on to:

www.incommunities.co.uk

or email:

repairshotline@incommunities.co.uk



our promises

We will:

- ▶ offer you Monday to Friday either a morning (9:00am to 1:00pm), an afternoon appointment (12:00pm to 4.30pm), school run appointment (9:30am to 4:30pm) and an all day appointment (9:00am to 4:30pm). In addition there are a limited number of appointments available up to 6:00pm
- ▶ treat you with respect
- ▶ take into account the diverse nature of the communities we serve and the varying needs of individual customers
- ▶ be polite, courteous and be professional
- ▶ show our ID and advise of the reason for our visit
- ▶ give an explanation of the work that is to be carried out and what you need to do to help this process
- ▶ prepare the work area, use dust sheets where necessary and leave the work area in a clean and tidy condition and remove all of the rubbish
- ▶ follow health & safety procedures to ensure that the work is carried out safely
- ▶ complete the work to a high standard and on the first visit, wherever possible
- ▶ advise of the reasons for any delay
- ▶ let you know if we need to do any follow up work and arrange a convenient time to finish it
- ▶ make sure you are shown how any new or repaired fixtures or fittings work before we leave

Incommunities has set targets for the maximum time you should have to wait for a repair. We will:

- ▶ carry out emergency repairs within 24 hours - these are repairs that pose a high risk to your health and safety, including total loss of water or electricity, burst pipes, blocked drains, total loss of heating (for elderly / vulnerable tenants) offensive or racist graffiti, breaches of security to outside doors & windows
- ▶ carry out urgent repairs within 7 calendar days - these are repairs that need to be carried out before 30 days but that are not an emergency, typical examples include; plumbing leaks, central heating faults, minor electrical faults, roof leaks
- ▶ carry out routine repairs within 30 calendar days - there is a whole range of routine repairs that do not fall within the other target times

how will you know we are meeting these standards?

We will tell you how we are meeting these standards in lots of different ways including:

- ▶ customer inspector mystery shopping
- ▶ @home newsletter sent to all customers every three months
- ▶ Incommunities website www.incommunities.co.uk
- ▶ posters in your local Incommunities office
- ▶ reports to your local management trusts twice a year
- ▶ consultation in a variety of ways with members of the 100 Club

providing homes of 1st choice