

Reactive Repairs Service and Contractor Standard

Our promise to you

We are committed to providing a high quality, reliable and responsive repairs service. Our in-house team and our contractors deliver emergency and day-to-day repairs, and are trained to manage complex and time-sensitive repair issues.

1. What you can expect from us

We will:

- always provide a professional, polite and respectful service
- offer you a choice of appointment dates and slots
- send automated texts about appointments with council staff, where a valid mobile phone number exists:
 - when making the appointment
 - the day before the appointment
 - when the operative or inspector is on their way to your home.
- be sensitive to the needs of vulnerable tenants and, where practical, make reasonable adjustments when booking and attending visits
- show photo ID when we come to your home and council staff will wear uniform
- work tidily, protect your home and contents, and clear up after ourselves

- aim to complete repairs **first time** where possible, or if needed, make further appointments with you before leaving
- ensure our contractors contact you directly and work to the same standards as council staff
- provide clear advice on who is responsible for which repairs.

2. Response times

Emergency repairs

Attend within **24 hours**, with **same-day attendance** for emergency situations. We will complete works where possible or make safe. We provide a 24-hour emergency response service, 7 days a week, 365 days a year.

Examples of emergency repairs are:

- complete loss of electrical power or lights
- an uncontrollable leak
- non-working toilet and only one in the property
- an insecure front or back door
- where you are locked out or locked in
- no heating in cold weather and no other form of heating available.



Non-emergency repairs

Completed within **28 calendar days**.

Major works

Completed within **90 calendar days**. These are larger jobs that require more planning such as complete renewal of a kitchen, bathroom, windows or roof.

For hazards covered under Awaab's Law:

- within **24 hours** emergency hazards will be made safe
- within **10 days** significant hazards will be inspected
- within **3 days** of the inspection a written report will be issued
- within **5 days** of the report remedial works will begin
- within **12 weeks** work will be completed.

3. How to report a repair

- **Non-emergency repairs:** Visit  www.hillingdon.gov.uk/requestrepair, where you can also make and change appointments.
- **Gas heating repairs:** Call  01895 556600. At the options menu say "heating".
- **Emergency repairs:** Call  01895 556600, 24 hours a day, 365 days a year. At the options menu say "emergency".
- For **appointment queries** that you cannot resolve through the council's website, call  01895 556600. At the options menu say "appointment".
- If you cannot book a non-emergency repair via the council's website, call  01895 556600. At the options menu say "online".

4. What we ask of you

- Take care of your home and private garden.
- Check repair responsibilities at  www.hillingdon.gov.uk/non-emergencyrepairs and the repair-reporting website before booking a repair.

Common issues that are your responsibility include:

- wiping down condensation and mould

- redecorating your home
- bleeding radiators
- clearing internal blockages
- keeping fans and wall vents free of dust and dirt
- maintaining internal doors.
- Be available for scheduled appointments, including electrical safety checks and the annual gas service.
- Give us as much notice as possible if you need to cancel or rearrange a visit.
- Allow our staff safe and reasonable access to your home.
- Temporarily remove furniture, white goods and floor coverings, if needed, to allow other repairs to take place.

5. Monitoring our service

We will:

- quality-check:
 - all sub-contractor repairs remotely
 - all empty property refurbishments in person
 - a sample of all other repairs
- monitor repair completion times against targets monthly
- conduct regular performance reviews with all sub-contractors
- review satisfaction survey results and act on feedback
- publish our performance in the annual report
- review performance with senior managers and resident groups
- use your feedback to improve services (You Said, We Did).

6. Accessibility

If you would like this document in another language or format, please tell us by using the contact details above.

7. If you're not satisfied

You can call us on  01895 556600. At the options menu say "appointment". We will aim to resolve your issue or put you in contact with a Team Leader or Contract Manager who can help you.

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7. If you're not satisfied (continued)

We realise that sometimes things can go wrong. If they do, we want to hear from you so we can put them right and learn from what has happened.

You can make a complaint through our online complaints process at  www.hillingdon.gov.uk/complaints.

You can also submit a complaint by:

- sending a letter to  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW
- calling us on  01895 277800
- visiting  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW or speaking to one of our staff members.

If you're still not satisfied, you can contact the Housing Ombudsman by visiting  www.housing-ombudsman.org.uk.