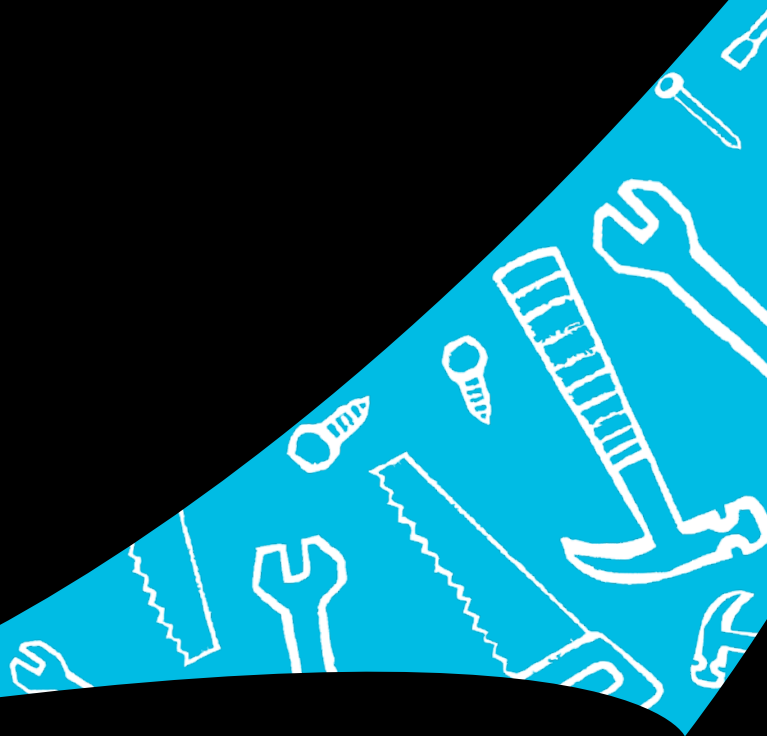


Our repairs service standards

service right - first time

flagship
suffolk heritage



Our repairs service standards

Our vision at Flagship is to get 'service right, first time'. This means we make a promise to you to fulfil certain standards to make sure we provide the services you need.

We monitor our performance regularly through our customer groups to ensure that the services we provide are relevant to you as a valued customer.

Reporting a repair

You can report a repair to Flagship Response which is open 24 hours a day throughout the year by calling **0845 601 3390**.

You can also report repairs using the alternative methods included at the end of this leaflet.

Once the repair is reported, the Flagship Response staff will pass your request to the relevant contractor.

You will receive a telephone call from the contractor who will agree an appointment with you.

Our contractors aim to complete the repair in a single visit and we monitor this together with how long it takes to complete the repair. We will regularly report on our performance through our newsletters.

Our contractors are aware of our criteria for repairing or replacing elements of your home and they will make the decision as to whether an item needs to be replaced during their visit. We will only replace elements in your home like your kitchen or bathroom when we can no longer repair them. If this is the case, we will discuss and agree with you the appropriate way forward and the timescales involved.

Ongoing maintenance

We are required by law to service all the gas appliances and systems installed by us every 12 months. We will also service oil and solid fuel systems installed by us. To do this, we will contact you and agree an appointment with you.

To maintain your home, we will carry out external carpentry repairs and painting every six years. We will let you know when we intend to carry out this work.

How you can help us

Read your tenancy agreement and your 'homefile'. Your tenancy agreement sets out your rights and responsibilities. If there is anything you do not understand please contact us.

Tell us immediately when you need a repair completed in your home.

Make sure you are at home at the agreed appointment time. If you are not able to be at home, telephone us and rearrange the appointment.

Allow access for routine visits such as gas servicing.

Maintain the internal decorations in your home to a reasonable standard.

Ask to see any contractor's ID badge before you let them in.

Make good any damage in your home caused by you or anyone else living with you or visiting you.

Our agreement with repair contractors

We have agreed the following service standards with our repair contractors:

They will treat you and other members of your household with courtesy and respect.

They will offer an appointment and contact you at least 24 hours before an arranged appointment if they are not able to keep the appointment.

They will carry and show an identification badge. This badge will have our telephone number that you can ring to check validity.

They will wear a uniform.

They will not enter your home to carry out repairs if there are unsupervised minors of under 16 years of age present.

They will respect the privacy of your home and possessions and will work only in those areas relevant to the repair.

They will move and re-site furniture in your home if necessary.

They will ensure your possessions are protected while they are carrying out the repair.

They will only use vehicles bearing the name, logo and contact number that is relevant to their contract with Flagship Suffolk Heritage.

They will minimise inconvenience to you by working tidily and clearing up afterwards.

They will complete all works on the same day if possible. Where this is not possible, all works will be made safe and clear instructions will be given to you about what will happen next.

They will not leave you without water, gas, sanitation or electricity overnight, unless this is necessary to comply with safety regulations.

They will not smoke in your home, use a radio or any other equipment that may cause a nuisance, or leave tools or materials where they may present a safety hazard.

They will use only their own tools and power to carry out the repair.

They will obtain your permission for the use of your electricity and water and compensate you for its use.

Equal opportunities

We are committed to the principles of equal opportunities and will ensure no one is disadvantaged on the grounds of age, race, ethnic origin, religion, gender, sexual orientation or disability.

We will treat all customers fairly, according to their needs and make our services accessible for all people including features such as:

- Accessible offices for people with mobility problems.
- Hearing loops in our receptions and meeting rooms.
- Type talk telephone facilities.
- An interpretation service or signing for customers when requested.

Getting in touch with us

You can contact us by calling our Contact Centre, Flagship Response, which is open 24 hours a day throughout the year on **0845 601 3390**.

You can also get in touch with us by:

Email: shha@flagship-housing.co.uk

Post: Flagship Suffolk Heritage
Avocet House, Station Road
Framlingham, Suffolk IP13 9EE

Fax: 01728 727500

In person: Call into our office at Flagship Suffolk Heritage, Avocet House, Station Road Framlingham, Suffolk IP13 9EE

Office opening times: Monday, Tuesday, Thursday:
8.45am – 5.15pm
Wednesday: 8.45am – 4.00pm
Friday: 8.45am – 4.45pm

Any problems?

If at any time you're not happy with the service we're offering, please let us know so that we can put things right. You may first wish to discuss it with one of our Customer Representatives. The staff at Flagship Response (telephone **0845 601 3390**) will put you in touch with them.

If you'd like this leaflet 'Our repairs service standards' in large print, Braille, audio format, or translated into another language, please call Flagship Response on **0845 601 3390**.

flagship
suffolk heritage



Flagship Suffolk Heritage
Avocet House, Station Road
Framlingham, Suffolk IP13 9EE

T: 0845 601 3390

F: 01728 727000

E: shha@flagship-housing.co.uk

W: flagship-housing.co.uk

Member of the Flagship Group
An Exempt Charity



service right - first time

