

REPAIRS SERVICE STANDARD



We will tell you if your repair requires an inspection.



We will tell you the name of the contractor or maintenance inspector who will attend.

24hr

We provide a 24-hour service for the reporting of emergency repairs: 0800 389 4616.



Urgent and routine repairs can be reported from 9am – 5pm, Monday to Friday: 0800 389 4616.



We aim to carry out repairs to the following timescales:

Emergency – within 24 hours.

Examples of emergency repairs could be a major plumbing leak, loss of heat and hot water where vulnerable people reside at the property, door entry issues (door stuck, locked in house etc.)

Urgent – within 7 days.

Examples of urgent repairs could be a loss of heat or hot water where no vulnerable people reside at the property, most electrical works, minor roof or gutter leaks.

Routine – within 21 days.

Examples of routine repairs could be minor internal joinery repairs like a loose cupboard door or handle, minor plumbing issues like dripping tap, or minor electrical problems such as a socket not working.



You can report your repair in person, by telephone, by email or via our website.



Contractors will not always offer a timed appointment but will offer an AM or PM slot.



When reporting an emergency repair, wherever possible we will make an appointment with you at your first point of contact.



We will keep you informed if there are any delays with your repair.



Arawak Walton does not employ repairs staff directly. Instead, we choose to support local business and, in turn, the local economy by using small, local contractors. Therefore, when reporting urgent or routine repairs, you will receive a call from the contractor to make an appointment with you.



We will send you a Repairs Satisfaction Form for every repair you report in order to hear your experience and give you the opportunity to provide us with feedback. We will also sometimes call you to ask your opinion about your repair. The comments gathered from both methods will be used to inform our decisions when we review the list of contractors we use.



Whenever possible, appointments for inspections and repairs will be made at a time that is convenient for you, within the hours of 9am-5pm, Monday – Friday.



We monitor our performance in dealing with your repair requests and publish the results in the Tenant Newsletter four times per year.