

## What you can expect from us

Habinteg will ensure all homes and property are cared for and maintained to meet all regulatory standards and are in good condition.

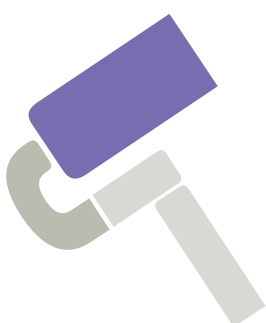
This service standard explains how we will deliver our service.

### Habinteg will:

- provide you with advice and guidance about your home including which repairs tenants are responsible for and which are carried out by Habinteg's contractors (see table below)
- provide a repair service, informing you of the contractor and target date for completion;
- provide an emergency out of hours service to make safe any defect which may present an immediate risk to a person or property, within 24 hours.
- keep you informed about work to be completed in your home and ensure we or contractors let you know if delays are likely and why;
- inspect a percentage of completed repairs;
- carry out a gas safety check on all gas appliances in your home at least once every 12 months;
- conduct Health and Safety checks at your property and communal areas in line with policy and regulations;
- publish our repairs performance information in our *Annual Report to Tenants* and via our website.

### Habinteg contractors will:

- show you identification before entering your property;
- use adequate protection to guard your home and belongings from dust, dirt and damage;
- be polite and treat your homes with respect; they will not play music, eat, drink, smoke or use bad language in your home or garden;
- tidy up after themselves and leave your essential services working at the end of each day;
- provide you with all necessary instructions and user manuals.



## Repairs for which tenants are responsible

Replacing electrical fuses, light bulbs, fluorescent tubes and starts	Repairs to any of your own home improvements
Replacing lost keys and locks when locked out	Clearing blocked waste pipes and toilets where the blockage is caused by lack of care, eg fat, tea leaves, hair
Connecting cookers either gas or electric	Minor damage to plaster and decorative defects, e.g. nail holes and cracks
Draught exclusion, unless caused by defective fitting doors or windows	Replacing plugs chains to baths, basins and sinks
Replacing washing lines and rotary dryers, except in communal areas	Replacing or re-securing toilet seats
Replacing glass to windows and doors unless the glass has been broken as a result of crime or vandalism and you are able to provide a crime reference number	Bleeding radiator and relighting pilot lights
Replacing batteries in smoke alarms	Repairs to or replacement of non Habinteg provided smoke and CO alarms
Damage caused by you or anyone living with you or your visitors.	Any damage to your contents, including carpets and decorations, for which you should take out contents insurance
TV aerials and satellite dishes not provided by Habinteg	All internal decorations
Non Habinteg provided burglar alarms	Easing doors to allow carpet fitting
Loss of power/gas due to no credit on pay as you go meters	Locks and padlocks to sheds or outhouse doors, other than those provided by the company
Cleaning and descaling sanitary ware	Plumbing in automatic washing machines or dishwashers
Re-securing loose door and cupboard handles, locks and catches.	Phone wires and sockets
Replacing blown fuses and resetting trip switches.	Your garden (if you have one)
Plumbing in automatic washing machines or dishwashers	Non Habinteg provided burglar alarms

### Timescales

Habinteg will complete repairs and maintenance work to your home within the following timescales:

- Emergency repairs (we will make it safe within 24 hours)
- Urgent repairs (completed within five working days)
- Routine repairs (completed within 20 working days)

## Investment works

Habinteg will:

- consult with you before we do any major refurbishment works to your home and keep you updated during the works;
- provide you with a named officer to answer any questions regarding the work;
- ensure any work is completed within the specified timescale;
- offer you a range of choices where appropriate. E.g. choice of tiles for the kitchen and bathroom.

## Service standard targets

Action	Target
Complete emergency repairs	24 hours
Complete urgent repairs	5 days
Complete routine repairs	20 days
Undertake satisfaction surveys on repairs	Weekly / Monthly / Quarterly
Resolve 'out of hours' emergency repairs	24 hours
Gas safety inspection	Annual

## How can you be sure that Habinteg is meeting this standard?

We will:

- monitor and review our repairs delivery performance via our internal KPIs and contractors on a weekly, monthly, quarterly and annual basis.
- monitor and review customer feedback including compliments and complaints so we can learn and improve our service delivery.
- invite involved tenants to review performance and periodically scrutinise Habinteg's repairs service standards.

## Contact us

Sign up to your online Habinteg account for easy access to our services, visit [my.habinteg.org.uk](https://my.habinteg.org.uk), or our website [habinteg.org.uk](https://habinteg.org.uk).

