



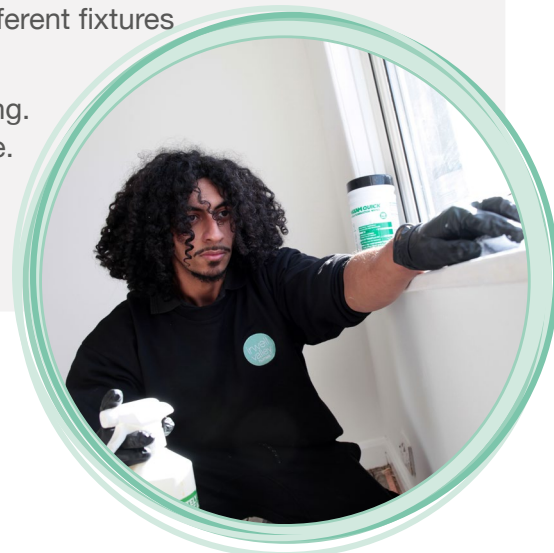
Our commitment

- 1 **Safe and responsible.** We provide well maintained homes that are comfortable to live in and affordable to run.
- 2 **Efficient and fair.** We respond effectively, efficiently and fairly to all repair requests.
- 3 **Clear.** We explain what work we are doing, how long it will take and what you can expect once it's completed.
- 4 **Respectful.** We treat you and your home with care, taking account of any needs or adjustments when we visit.
- 5 **Transparent and accountable.** We act openly and put things right if our service falls below the standard you and we expect.



Timescales for different types of repairs

- ✓ **Emergency repairs:** Within 24 hours
 - Examples include total loss of heat, water leaks which can't be contained, unsafe electrics – you can read more detail [here](#).
- ✓ **Routine repairs:** Within 28 days
 - All standard repairs – anything from plumbing and joinery to electrics and external works.
- ✓ **Non-routine repairs:** Within 60 days
 - This includes plastering, roofing, fencing and upgrades to different fixtures or fittings such as windows.
 - Some roofing jobs may take longer, due to needing scaffolding. We will keep you updated about the timescales at each stage.
- ✓ We'll also contact you as soon as we can if a job has to be rearranged, for example, in bad weather.





Appointment choices

We offer the following options for all non-emergency repairs.

- ✓ AM: 8:00–12:30.
- ✓ PM: 12:30–16:30 (15:30 Fridays).
- ✓ School-run friendly: 9:30–14:30.
- ✓ All-day: 8:00–16:30 (15:30 Fridays).



Our responsibilities

Irwell Valley Homes is responsible for:

- ✓ The structure and exterior of the building.
- ✓ Fixtures and fittings supplying water, gas, electric, heating and sanitation.
- ✓ Ensuring the home is free from hazards.
- ✓ Communal areas and shared facilities.

How we can work together to meet this standard

We rely on customers:

- ✓ Reporting repairs promptly.
- ✓ Allowing access for inspections and repairs.
- ✓ Maintaining the home and completing minor household repairs you are responsible for – you can read more about these [here](#)
- ✓ Keeping us up to date with any needs or adjustments you need from us when we visit you at home.



Please also help us to improve and monitor what's important to you by completing the feedback survey we send to you after each job.



If we don't meet this standard

- ✓ Contact our **Repairs Supervisor** or **Repairs Manager** for your area through our **Customer Service Team**.
- ✓ Make a complaint – find out what to expect from our **Complaints Service** [here](#).

Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

Our repairs team can help with this by:

- ✓ Arranging appointments on a certain day or at a certain time of day, where possible.
- ✓ Allowing extra time for you to get to the door.
- ✓ Supporting with repairs customers are responsible for, if you have a disability or additional needs which mean you are unable to do them yourself.
- ✓ Repairing and maintaining any aids or adaptations fitted in your home in partnership with the local authority and health and social care partners.

How we check we're meeting this standard

- ✓ **We issue a feedback survey** after each repairs appointment and monitor the responses, addressing trends and following up on specific areas of dissatisfaction.
- ✓ **Performance information** – including percentage of right-first-time fixes and percentage of repairs dealt with in the timescales – is reported every month to the leadership team and every three months to our Customer Committee and the Board of Management.
- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service.
- ✓ **We support** the Resident Scrutiny Panel and other customer involvement groups with any reviews they carry out and explore and take forward actions they recommend.
- ✓ **We review** these standards in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.