



WPH REPAIRS SERVICE STANDARD

Who wrote the repairs service standard?

You did! Your repairs service standard was written by your tenant representatives in the Customer Maintenance Group.

What we aim to achieve

Wirral Partnership Homes is committed to providing the highest standard of repair and maintenance service for all of our customers. Our aim is to carry out repairs in a way that is responsive to our customer needs, good value for money and meets our legal obligations.

To achieve our aims we promise to deliver a repairs service that meets that standards set by our customers.

Our promise to you.....

How do I report a repair?

- Ring our Repairs Response Centre on 0808 100 9596. Our lines are open 24 hours a day 365 days a year.
- Call into your local area housing office. Our offices are open Mon-Fri 9am to 5pm.
- Online at www.wphomes.org.uk.
- By letter to Wirral Partnership Homes, Repair Response Centre, Dock Road, Birkenhead, Wirral, CH41 1JW
- By fax on 0151 638 3367.

If you call us

Our Repairs Response Centre never closes, so you can contact us at the time that suits you.

We will answer your call as quickly as possible and our target is 20 seconds.

Once your repair has been received by us you will receive a letter confirming the details of your repair within 3 working days.

If you visit us

Whenever you visit one of our local area housing offices we will aim to see you within 10 minutes and make any arrangement for the completion of your repairs.

If you visit us on our website

If you log a repair on our website at www.wphomes.org.uk using our repairs reporting tool, or contact us via e-mail at housingrepairs@wphomes.co.uk we will contact you the next

working day to confirm the arrangements for the completion of your repair.

If you write to us

We will reply to your letter within 5 working days

If you want us to visit you

If needed, a maintenance officer to inspect your repair we will make an appointment to visit you within 10 working days.

If you have a gas leak

If you smell gas or fumes you should immediately telephone Transco, freephone 0800 111 999. They will deal with any report of a gas leak, free of charge.

Transco safety advice

If possible turn off gas supply at meter. (unless the meter is located in the cellar, we advise not to enter)

DO NOT turn back on until the escape has been repaired

Turn off gas appliances and DO NOT use until advised to do so by an engineer

Open all windows and doors to ventilate the property

DO NOT use any electrical appliances or switch on or off any switches

Extinguish all naked flames

DO NOT SMOKE

When we need to service your gas appliances

We will service all WPH owned gas appliances every 10 months.

We will send you written notification that a service is due, giving you 15 working days notice, and will send a second letter with an appointment time giving you 5 working days notice.

If you fail to provide reasonable access to your home for gas servicing, legal action could be taken against you to protect you and your family from possible gas related problems such as a faulty gas appliance.

How quickly will we complete a repair?

We will complete a repair within one of the following five repair categories.

Category	Response Time	Details	Examples
Emergency	2 hours (complete in 3 hours)	Where there is an immediate health & safety risk	Serious electrical faults or gas leaks.
Priority Urgent	Next day	Where a repair is urgent but 5 day wait is too long	Total loss of heating in winter months, blocked W.C.
Urgent	5 working	We will give	Re-glazing of

	days	you an appointment time for these types of repairs	windows, blocked drains.
Routine	15 working days	We will give you an appointment time for the repair to be completed or if an inspection is needed.	Clearing gutters, minor roofing repairs, kitchen repairs, bathroom repairs.
Programmed	In accordance with the pre-planned programme	We will group together certain types of replacement items	Kitchen refurbishment, bathroom suite replacement.

If you need a repairs appointment

We will always aim to make a convenient appointment for urgent and routine repairs.

If you report your repair to the Repairs Response Centre between 8.00am and 8.00pm we will provide an appointment at the time you report. If you report your repair outside these hours we will contact you with an appointment time the next working day.

We can offer appointments for morning, afternoon, first call of the day or after the school run. If an appointment between 8am and 5 pm is not convenient, we can offer appointments on a Tuesday or Thursday evening or Saturday morning.

If you consider yourself as vulnerable

To help our vulnerable clients WPH has tailored its repairs service through the enhanced Vulnerable Tenants Repairs Service Policy. The policy outlines who would qualify for our tailored vulnerable client's service and how it will be delivered. For qualifying clients our response times are:

Category	Vulnerable Response Time
Emergency	Attend within 2 hours and complete within 3 hours
Priority Urgent	Next working day
Urgent	3 working days
Routine	10 working days
Programmed	In accordance with the pre-planned programme

If you are moving in to your new home

If you have chosen to move into a WPH home we will ensure that if your new home does not require major refurbishment works, it will be ready in 15 working days and that it will meet our new home property standard.

What standard of workmanship should you expect from us?

Our customers have drawn up a ten point code of conduct that we will ensure all of our technicians will adhere to when working in your home.

1. Respect

Contractor technicians will at all times be polite and courteous and will always treat resident's cultural background and beliefs with respect. Noise will be kept to a minimum and they must warn the resident and neighbours of any likely disturbance. Technicians will always respond to residents' complaints and where damage is caused due to negligence we will implement WPH's compensation policy.

2. Identification

All contractor technicians will introduce themselves and will present their identification badges. Technicians will be of smart appearance and will wear an identification card which shows their name, photograph and the name of the company they work for.

3. Access

All contractor technicians will ensure that they adhere to the appointments arrangements that have been made. If an appointment is not able to be kept, the resident will be contacted by a member of staff from WPH's Building Services Team in advance of the appointment. The resident will then be provided with an estimate of the

appointment delay or an alternative appointment will be made.

4. Before the work begins

The contractor technician can only enter the property and undertake maintenance works whilst a tenant or family member, who is not a minor, is present. The technician will explain clearly what work will be undertaken and how long it will take to complete.

5. Protection of resident's property

All contractor technicians will treat resident's homes with respect and ensure that suitable protection is arranged for their customer's property. Residents are requested to ensure that delicate and valuable items are removed from the work area prior to the undertaking of repair works.

6. Health and safety

Resident's homes will be kept tidy, safe and secure at all times. All technicians will adhere to all health and safety codes of practice and will ensure that all fire exits, lifts, staircases, corridors and doorways will be kept clear and not blocked by tools or materials.

7. Disruption

Contractor technicians will ensure that there is minimum disruption to the resident and that work will be limited to one room at a time wherever possible.

8. Behaviour

Contractor technicians will not smoke, use radios, CD players, drink alcohol, use foul language, use lewd behaviour or make racist, discriminatory or sexist remarks within resident's homes. Any technician undertaking in any of the above will be removed from the resident's home immediately. Contractor technicians will always make every effort to 'go the extra mile' for residents.

9. Resident's services

WC, washing facilities, electric and gas supplies will only be used with the resident's permission. Reconnection of water, gas and electric supplies will be undertaken at the end of each day.

10. Site clearance

Resident's homes will be cleared of all debris, dust, waste materials and tidied at the end of each day.

How will we ensure we meet our promise to you?

We will measure performance through telephone surveys and postal questionnaires.

We will randomly select clients who have recently received a repair and contact them by telephone within 10 working days of the repair having been completed.

If you've moved into a new home we will contact you by telephone within 10 working days of having moved in.

To help us improve we will collect the findings from our surveys and report our performance back to tenants and the Customer Maintenance Group.

Your responsibilities as a tenant

Although WPH is responsible for many repairs to your home there are certain areas that tenants are responsible for. Examples of these are:

1. Maintaining your garden in accordance with your tenancy agreement.
2. Keeping your home and its fixtures and fittings in good condition.
3. Making WPH aware of any damage to your home, or any repair that may injure you, visitors or members of WPH staff.
4. Carrying out small repairs to your home such as replacing sink plugs and chains, internal door handles and light bulbs.
5. The fitting of any washing machines, cookers and other appliances.
6. Internal decoration of your home.
7. Repairing and maintaining any improvement work that you have carried out to your home.
8. Not to smoke when our staff or technicians visit your home.
9. Leaving your home in good condition at the end of your tenancy.
10. Liability for rechargeable repairs that result from damage or neglect.

Your right to repair

For certain qualifying repairs, which affect your health, safety or security, you have the right to compensation, up to a maximum of £50, if we do not carry out the work within our agreed timescales. If you would like to know more details about the Right to Repair Scheme please contact our Repairs Response Centre.

How will you know how well we are performing?

We measure our performance on a monthly basis and will publish details of our repairs performance in our WPH News magazine and via the WPH website.

If you are not happy with our service

We always try to provide an excellent service, but we know that sometimes things can go wrong. If for any reason you are dissatisfied with any aspect of our repairs service you should contact us at our Repairs Response Centre on 0808 100 9596 and we will send you a copy of our feedback and complaints policy. We will always be as helpful as possible to customers who wish to comment or complain about our service.