



Repair Work Service Standard

Statement

“Grŵp Cynefin has a housing maintenance service. We wish to keep our houses in a good, safe and secure condition”.

We will:-

- provide a 25 hour, 365 days a year emergency repair service through our support line
- aim to complete every request for repair work –
 - Emergency – within 24 hours
 - Urgent – within 7 days
 - Non Urgent – within 21 days
 - Necessary – within 6 months

and we will measure our performance in reaching these targets

(Definitions and examples of the work in each category is explained further in the Tenants Handbook or the Associations website)

- enclose a satisfaction card with each job acknowledgement, and respond to each card that notes any dissatisfaction within 10 working days
- inspect 10% of completed repairs for quality and value for money
- expect the Association’s contractors, workforce and staff to follow our code of behaviour and wear an identification badge when visiting properties
- publicise our performance results in achieving these standard in our tenant newsletter.