

# RESPONSIVE REPAIRS SERVICE



## OUR AIMS

We believe in providing homes that are dry, affordable, warm and safe and in a good state of repair with modern facilities and services.

We aim to provide a high quality, responsive repairs service and understand the need to plan for future investments in replacement and improvement works.

## HOW WILL WE ACHIEVE THIS?

- We will ensure that you are able to easily report repairs by telephone, email, writing or in person
- We will provide an out-of hours repairs service for emergencies
- We will do repairs at a time convenient to you and where possible, in one visit
- We will ensure our staff and contractors are polite and courteous at all times and explain clearly what we intend to do
- We will tell you when a repair request is to be included as part of a larger improvement or replacement programme
- We will consult with you when planning improvements to offer you as much choice as possible
- We will listen to what you tell us

## HOW WILL WE KNOW WE HAVE SUCCEEDED?

- We will carry out repairs within these timescales
  - Emergency repairs 24 hours
  - Urgent Repairs 7 days
  - Routine repairs 28 days
- We will publish our planned maintenance and improvement programmes annually
- We will regularly monitor the quality of our work
- We will publish the results of our monitoring and quality assessments each quarter in CHAT



Black Country Housing  
Group Ltd

# SERVICE STANDARDS



134 High Street, Blackheath, West Midlands B65 0EE  
Tel: 0121 561 1969 Fax: 0121 561 5694 Website: [www.bcha.co.uk](http://www.bcha.co.uk)

# SERVICE STANDARDS

**Black Country Housing Group strives to provide an excellent service to all of its customers.**

When you contact us we will:



Answer your telephone call within 5 rings



Greet visitors within 3 minutes of their arrival



Give our name when we speak to you



Be polite, courteous and helpful



Get a colleague to assist you if the person you need to speak to is not available



Resolve as many queries as possible during the first telephone call. If we need to call you back this will be within one working day



Reply to all correspondence within five working days

## PROVIDING INFORMATION

We will aim to keep our customers informed using a wide range of communication methods. We will:



Send all residents a copy of CHAT magazine four times a year



Provide large print documents upon request



Keep our website up to date with current services and information



Provide a well publicised, clear, complaints policy and ensure you are told what is happening with your complaint.

## Equality and Diversity



We will ensure all customers are treated fairly and with respect



We will ensure all staff are trained on equality and diversity issues and ensure they are equipped to deal with customers' special needs



We will provide an interpreting service or ask our staff who speak Community languages to help if English is not your first language



We will use type talk or hearing loops if you are deaf or hard of hearing



Our reception will meet the requirements of the DDA (Disability Discrimination Act)

