

We are committed to providing warm, safe and secure homes. This service standard sets out our approach to delivering the responsive repair service, where repairs are completed to a high standard enabling our customers to thrive. In doing this we will meet our statutory and legal obligations.

#### We will:

- provide customers with a repair service 24 hours a day, 365 days a year
- usually carry out work in your home between Monday and Friday 8am to 5pm
- prioritise repairs and offer appointments - all responsive repairs are prioritised based on urgency, risk, and statutory responsibility - we will always consider a customer's vulnerability and information given to us at the time of reporting a repair to increase our speed of response
- prioritise emergency repairs where people are in danger or a customer's home could be seriously damaged
- arrange for a contractor to attend if your home is less than 12 months old and it is within the warranty period, or where fixtures and fittings are still under warranty - you should contact us in the usual way
- adopt the standards and behaviours set out in the Contractors code of conduct service standard when working in and around your home
- carryout repairs that are our responsibility - our responsibility is different across the types of homes we manage - leaseholder repair responsibilities are set out in the lease - if you live in one of our supported schemes, please talk to your scheme manager
- develop the responsive repair service through customer feedback with customers influencing the way in which the service is set up
- deliver a compliant service meeting all legal responsibilities and regulatory standards, such as health and safety and building safety compliance

#### We ask you to:

- report repairs early so they do not cause a larger problem in the longer term - you can do this via Bromford's customer portal or by telephone Monday to Friday 8am to 6pm on **0330 1234 034**
- report emergency repairs via telephone - if you have an emergency outside working hours the team will make the area safe - permanent repairs are rebooked during normal working hours
- tell us when you need us to make alternative arrangements in your home so we can adapt our service where possible
- test your smoke alarm once a month, ensuring that it is clean and dust free
- tell us if you are experiencing condensation, damp and mould - we want you to live in a good quality home and damp and mould can affect your health and the condition of your home
- undertake minor repairs where you are able and avoid anything which may result in blockages to pipes and drains, such as disposing of fat, oil, wipes and nappies
- keep the inside of your home in good condition and keep your garden tidy - this includes maintaining grass, plants and tree branches within the property boundary so as not to cause nuisance to other customers

## Repair responsibilities

The responsibility of looking after your home is a joint one. We will be clear about our responsibilities and those things that you are responsible for:

	Your responsibility	Our responsibility
<b>Internal</b>		
Internal decorations (unless your agreement says otherwise)	Y	
Filling minor internal cracks in walls	Y	
Light bulb replacement	Y	
Floor covering replacement (unless fitted by Bromford in the kitchen, bathroom and toilet). Some new customers have flooring gifted to them to maintain which will have been documented with customers	Y	
Baths, basins, sinks, toilets, cisterns and waste pipes		Y
Bath, basin and sink plug and chain replacement	Y	
Unblocking sinks (where the blockage has been caused by putting the wrong things down such as fat and food waste)	Y	
Central heating, water heaters and fitted fires		Y
Fitting or plumbing new appliances	Y	
Altering kitchen units to fit appliances	Y	
Broken toilet seat	Y	
Replacing bathroom fittings such as toilet roll holders	Y	
Sockets, switches and light fittings		Y
Additional power sources and sockets (you should seek permission and will need to provide electrical certification)	Y	
Glazing (you should claim on your contents insurance. If you do not, we will make safe but you will be recharged)	Y	
Cutting extra keys or replacing them if they are lost	Y	
Replace extra key fobs if they are lost, damaged or not returned to us at the end of your tenancy	Y	
Replace locks and keys, and any repairs caused by lawful forced or gained access, or if you lock yourself out of your home	Y	

	Your responsibility	Our responsibility
<b>External</b>		
Roofs, chimneys, gutters, downpipes		Y
Outside walls, floors, windows, frames, cills, catches, sash cords, external doors and frames, drains		Y
Letter box plate adjustment or replacement	Y	
Repairing or replacing washing lines or posts (except those in communal areas)	Y	
Garden fences which face a public boundary		Y
Garden fences between properties and timber sheds	Y	
Television aerials (unless communal)	Y	
Communal entrances, halls, lifts, rubbish chutes, meter cupboard doors, electrical lighting, shared TV aerials, emergency lighting and signage		Y

- for pest and vermin control please refer to the pest service standard
- for tree maintenance please refer to the tree service standard



## Timescales for repair

Bromford will prioritise the most serious repairs based on statutory responsibility, risk and urgency and apply the following principles:

Priority of repair	Description	Working day target completion time
Emergency in and out of hours	Works that present an immediate danger to customers or member of the public and/or will result in severe damage to property. Make safe/ secure / isolate as minimum, repair if possible	24 hours
Urgent repairs	Work that required urgent attention to prevent future damage to property with no immediate danger to person and/or property	5 days
Routine repairs	Work that does not pose a significant risk to customers/ public welfare or safety and will not cause further damage in the short term	20 days
Complex repair or Specialist works, preventative maintenance	Work that falls outside of the usual scope of responsive repairs that require additional time due to manufacture, complexity, or specialist trade, examples include window replacements, roofing works with scaffolding, plastering.	90 days

### How we'll review this standard


- customers will influence the responsive repair service so we understand what they value most and expect from our repairs and maintenance service to inform our decision making
- we will use feedback from surveys, compliments, complaints and general comments to understand how we can further improve and identify gaps in our services
- continually review our repairs performance including customer advocacy and performance against this standard and make changes to ensure this standard is met


### We will review this standard

When:

- we update our policies or review our services
- your valued feedback is telling us we need to look at things again

**How to contact us**

 Visit our website for the latest information at [bromford.co.uk](https://www.bromford.co.uk)

 Call us on **0330 1234 034**

 Contact your neighbourhood coach [bromford.co.uk/neighbourhoodcoach](https://www.bromford.co.uk/neighbourhoodcoach)