

REPORTING A REPAIR TO US: WE WILL

complete repairs within the following **timescales**:

- **emergency** repairs (made safe) within 24 hours
- **urgent** repairs within five days
- **routine** repairs within 20 days

provide a **24-hour service for emergency repairs** year-round

if you have a routine repair that we need to inspect before organising the repair we will **get the problem inspected** within 10 working days

tell you promptly if it is **not possible to start or finish** your repair when expected, and why

give regular **updates** until a repair is complete, where appropriate

whenever possible offer you an **appointment**

tell you the contractor's **company name and contact details**

send you a **works order** with the contractor's details

let you know if your repair is going to be **late** or we **need to change the appointment**

leave a **calling card** if you are out when we or our contractor calls.

AFTER THE REPAIR IS FINISHED: WE WILL

leave your home **clean and tidy**

check with you to make sure the repair was completed to your **satisfaction**

respond to **any queries** you raise about the job

use your **feedback** to improve our service

inspect a percentage of completed repairs.

If you think we are not meeting our service standards please tell us.



ABOUT THIS SERVICE

Your booklet *Repairs and maintenance: taking good care of your BHA home* explains what you should do to care for your home and which repairs we will do.

Please promptly report to us any repairs that are our responsibility. You can do this by phone, in writing, in person or over the internet.

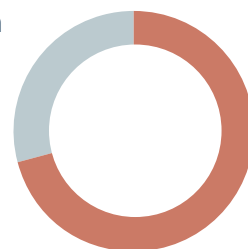
OUR CONTRACTORS

Our contractors and anyone working for them:

- will keep to our **code of conduct**
- carry ID at all times and be happy to show it
- **introduce themselves** before entering your home.

You were happy with the time taken to finish the last repair

71%



2025 ACUITY SURVEY