



Repairs and Maintenance Policy

“Getting repairs right first time.”

Produced by: Policy and Strategic Initiatives Officer

Contact: Emma Sutton 01256 312838
Emma.sutton@sentinelha.org.uk

If you would like this policy in large print, Braille or translated,
please contact the Customer Service Centre on 0800 195
5515 from a landline or 0300 666 5515 from a mobile

February 2010



Sentinel

Repairs and Maintenance Policy

Why do we have this Policy?

We are responsible for all repairs to your home which might affect your health, safety and security. Alongside our contractors, Mitie, we will work to make sure all work is completed quickly and with the minimum amount of disruption and inconvenience.

If you have a repair:

It is your responsibility to let us know of your repair as soon as possible. Unless your repair is an emergency, we offer repairs from 8am to 8pm on weekdays and 8am to 12pm on Saturdays. You can report a repair to us 24 hours a day, 7 days a week and we will respond to your request within the following response times:

24 hours: If it's an emergency which could cause danger to your health and safety or serious damage to the property.

7 calendar days: For urgent repairs which significantly affect your comfort.

21 calendar days: For all other non urgent repairs.

Further information on repairs response times can be found in our Customer Information Sheet, 'Repairs to your home'.

How we deliver an excellent service:

To make sure that you receive an excellent service from start to finish, we will:

- Make sure that it is easy for you to report your repair to us face to face, online, over the phone or by fax.
- Offer appointments at a time that suits you when you book by telephone or in reception.
- Aim to get repairs right first time.
- Offer a Customer Liaison Officer to deal with any problems or complaints you have.
- Compensate you if our contractor misses an agreed appointment without letting you know before 8am on the day of the appointment.
- Contact you if you are due maintenance to your property to arrange an appointment and discuss your options.
- Recognise the different needs of our customers and tailor our service accordingly.
- Improve our service based on customer feedback.
- Make sure that our contractors are courteous and respectful and show their I.D when you answer the door.

What you need to do:

It is important that you take good care of your home and report repairs as quickly as possible. We will ask you to pay for appointments that you miss or for damage that has been caused deliberately or by neglect.