

Repairs

Our Purpose

To make reporting a repair as straight forward and as easy as it can be as we understand the upset and distress having any work on your home can cause.

- Repairs can be reported during normal operational hours in a variety of ways such as, telephone, fax, letter, e-mail, at the local office or by speaking to a member of staff on site.
- Repairs which occur outside normal operational opening hours can be reported via our emergency repairs telephone number - 0121 643 0883.
- An appointment will be made wherever possible at a time most convenient to you for all non-urgent repairs.
- We will keep you updated with progress of your repair at all key stages.

Repair Standards

All repairs made to your home will be to a standard that:

- Ensures the Health and Safety of you and your family.
- Meets industry exacting standards for materials and workmanship.

We will check this standard is achieved by:

- Inspecting all major jobs before they are ordered and while work is going on.
- Spot checking a percentage of all jobs completed.
- Getting feedback from you on how well you thought the repair was carried out.

Response Times

- **Emergency (0-24 Hours)**
Any defect that puts the health and safety or security of the tenant or a third party at immediate risk, or that affects the structure of the building adversely.
- **Urgent Repair (within 7 calendar days)**
Any defect that may generate a potential health and safety risk or potentially affects the structure of the property.
- **Non Urgent Repair (within 28 calendar days)**
Defect that can be deferred without serious discomfort, inconvenience or nuisance to the tenant, a third party or long term deterioration of the building and can wait until the next convenient maintenance visit.
- **Repairs which will be done as part of a planned programme of work**
we will inform you when you report the repair and when the programme is due to be started.



Repair Responsibilities - We will:

- Repair work that is our responsibility as a landlord.
- Recharge you for any work we have to do which is your responsibility.
- Take the appropriate actions if you, your family or visitors persistently cause damage to your home or communal areas around your home, .
- Allow you to appeal against any costs you have been charged under our Rechargeable Repair Policy.

Our Contractors

- We only use contractors and service providers who are properly qualified and competent to do the work.
- We ensure all our contractors and service providers carry proper identification at all times.
- We expect all our contractors and service providers to work and adhere to our code of conduct at all times.
- We undertake regular reviews of contractor and service provider performances to ensure the highest standard of service is being delivered at all times.

Working with you

To ensure that we maintain and can improve our service to you, we need to ask you to:

- Report repairs which are Trident's responsibility as and when they occur
- Only use the 24 hour call service for genuine emergencies.
- Inform us of any special needs that we may need to take account of when carrying out repairs.
- Let us know as soon as possible if you are unable to keep a pre-arranged appointment or if access arrangements have changed.
- Ask staff and contractors for identification when they arrive at your home.
- Look after your home and the communal areas around it and to make sure your family, friends and visitors do too.
- Carry out repairs which are your responsibility as and when they occur.
- Repay any costs we have incurred when we have carried out requested work which is your responsibility.
- Only undertake improvements or alterations to your property which have been formally approved by the Asset Management team.