

# Responsive Repairs Service Standards



**Mansfield District Council**  
*Creating a District where People can Succeed*

[www.mansfield.gov.uk](http://www.mansfield.gov.uk)

# **Responsive Repairs Service Standards**

## **Introduction**

Mansfield District Council is proud of the quality of services we provide and we are committed to providing a responsive repairs service that meets the diverse needs of all our tenants in a sensitive, fair and efficient manner.

The standards explain what level of service you can expect from us and were drawn up following consultation with tenants to find out what was important to them. Tenants will also be involved in monitoring these standards, to make sure we continue to meet the standards at all times.

## **What you can expect of us:**

### **Reporting your repair**

You can expect us to:

- Treat everyone politely, fairly and professionally in line with our agreed Customer Care Standards (available on request or for download via MDC website)
- Provide a variety of ways in which you can report a repair
- Tell you what priority your repair is and when your repair is expected to be completed
- Tell you your individual reference number if the repair is a priority 1 or priority 2 repair
- Send a confirmation letter for every repair reported (except emergencies) or inspections.

## **Repair Priorities**

- MDC aim to complete emergency repairs within 24 hours
- MDC aim to complete urgent repairs within 72 hours
- MDC aim to complete routine repairs within 10 days

All batched repairs will be completed under a 15 weeks rolling programme. For more details please see “Batched Repairs Programme” leaflet

We will also provide you with a 24 hour emergency service, every day of the year.

## **Enhanced services**

When vulnerable tenants report a repair they are given extra consideration and support. On establishing whether a tenant is vulnerable an enhanced level of service will be provided and will depend on the nature of the persons’ vulnerability

For further information about who is classified as vulnerable and detailed information about the service provided is available in Mansfield District Councils ‘Vulnerable Tenants Policy’.

## **Appointments**

We will offer you the choice of appointments as follows:

- 8.00am – 16.00pm
- 9.30am – 15.00pm
- 8.00am – 12.20pm
- 12.00pm – 16.00pm

*NB. Tenants can also request access for a ‘before’ and ‘after’ slot*

- We will text /ring you on the day to let you know when you can expect us
- Where we arrange an appointment with you and if we miss that appointment, we will pay you £15

We expect you to:

- Make sure you are in if an appointment is made
- Ring and let us know if you no longer need the reported repair to be completed

If you are not in on two separate occasions after having made an appointment to carry out a routine repair, we will charge you £15.

### **Carrying out the repair**

We aim to complete 90% of all repairs on the first visit

You can expect our operatives to:

- Be polite and courteous
- Carry and show a Council identity badge
- Ensure all health and safety requirements are met
- Respect the privacy of your home and possessions
- Minimise the inconvenience to you by working tidily and clearing up afterwards
- Ensure your possessions are adequately protected whilst carrying out the repair and leave your property secure when they finish
- Where a repair cannot be completed, all works will be made safe and you will be told what will happen next

### **On completion of the repair**

We aim to inspect 5% of all repairs that have been completed for quality

You can also expect our operatives to:

- Leave a customer satisfaction postcard for you to complete and return

## **Monitoring**

We will monitor our responsive repairs service performance in the following areas:

- Record and monitor all repairs completed on time
- Record all repairs successfully completed on the first visit
- Record and monitor customer satisfaction
- Monitor repairs expenditure
- Number of complaints and comments received

We will also benchmark our performance against these areas with other housing organisations via 'Housemark'.

## **Reporting**

### **Internal**

- Progress will be reported, on a quarterly basis, to the Housing Services Panel and the Responsive Repairs Improvement Group
- Housing Management team will receive regular reports on how well we are meeting our service standard promises
- Performance Management Group will receive regular reports on how well we are meeting our service standard promises.

### **External**

- We will produce and distribute to all our tenants an Annual Service Standard Report by 1 October each year

- We will provide a quarterly update of how we are performing against the services standards on our website.

## **Commenting on the Service provided**

The standards will be reviewed annually and you can have your say by:

- Completing and returning the satisfaction postcard if you have had a repair completed
- Speaking to Contact Centre staff
- Email: to [housing@mdc.gov.uk](mailto:housing@mdc.gov.uk)
- Speaking to any member of staff
- Contacting your local tenant and resident representative
- Completing our “Complaints and Compliments” form which is available from any Mansfield District Council housing office reception

## **Contacting Us**

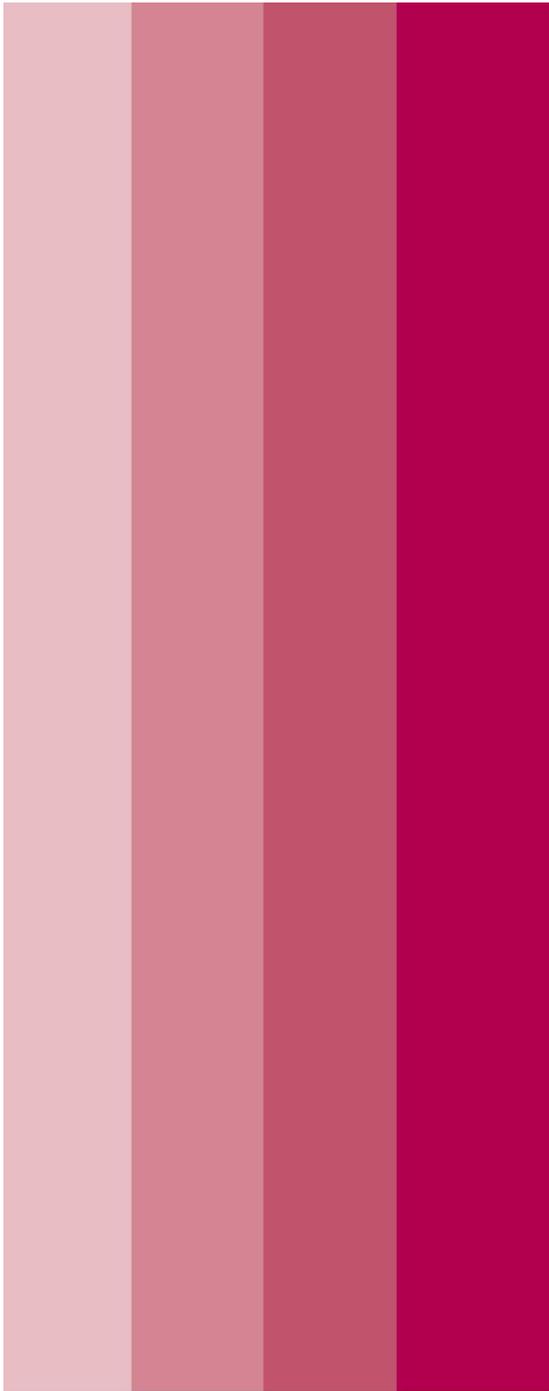
Mansfield District Council  
Civic Centre  
Chesterfield Road South  
Mansfield Notts  
NG19 7BH  
Tel 01623 463463

Reporting a repair  
Tel. 01623 463500

Out of hour's emergency  
Tel. 01623 463050

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Notes:



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