**Responsive Repairs Service Standards**

**2024**

**Responsive Repairs Service Standard**

This document explains the standard of service you can expect when you have a responsive repair carried out on your home.

**Aims of our Policy**

Mansfield District Council (MDC) is committed to providing a high quality repairs service and has a responsibility to ensure that its properties are in a good state of repair.

**Reporting a repair**

When you need to report a repair we will:

* Provide a variety of ways in which you can report your repair
* Tell you what priority your repair is and when you can expect your repair to be completed, for example: (based on the nature of the repair and individual circumstances)
* Priority 1 (emergency) completed within 24 hours
* Priority 2 (Urgent) completed within 72 hours
* Priority 3 (Routine) completed within 20 working days
* Batched Repairs (any external works) within 15 weeks
* Offer you a choice of appointments to carry out the repair where available including:
* All day appointment: 8:30am – 4:00pm
* Avoiding school run: 9:30am – 3:00pm
* Afternoon appointment: 12:00pm – 4:00pm
* Morning appointment: 8:30pm – 12:00pm
* Provide an out of hours emergency repairs service

**Carrying out a repair**

When carrying out responsive repairs to your home you can expect operatives to:

* Abide by the employees code of conduct
* Keep to the times of any appointments made (where we know we will be late we will endeavour to telephone you)
* Ensure all health and safety requirements are met
* Minimise the inconvenience to you by working tidily and clearing up afterwards
* Aim to complete the repair on the first visit
* Where it is necessary to disconnect utilities, endeavour to tell you in advance of disconnection and keep disruption to a minimum
* Where a repair cannot be completed, all works will be made safe and you will be told what will happen next
* Ask you to provide feedback on how satisfied / dissatisfied you were with the service provided

**What we expect from you**

To help us achieve this standard we expect you to:

* Report any repairs promptly
* Let us know if the repair is no longer needed
* Make sure you are in when you have made an appointment
* Ensure the tenant or a responsible adult (over 18) is present when repairs are carried out
* Keep children and pets out of the way when the operatives are carrying out repairs to your property
* Refrain from smoking in the immediate areas where the operatives are working

**When things go wrong**

We try to get things right the first time however we acknowledge sometimes things go wrong and where this happens MDC is committed to:

* Dealing with complaints and comments quickly and effectively; and
* Using complaints, comments and compliments to review and improve our services

You can make a complaint about the service you have received:

• In writing

• By telephone – 01632 463463

• By email – mdc@mansfield.gov.uk

• In person

• Through a representative or advocate (see section 4 of the complaints policy)

**How will we measure out performance against this standard?**

We will measure our performance using the following measures:

* Proportion of emergency repairs completed in timescale
* Proportion of non-emergency repairs completed within timescale
* % of appointment made that were kept
* Satisfaction with the service
* Number of complaints made / upheld