

Responsive Repairs

It's important to us that your home is safe, comfortable and well-maintained. That's why we're committed to providing a responsive repairs service that deals with issues quickly and effectively. Our aim is to ensure your home remains in good condition, so you can live happily and comfortably.

Did you know that all repairs can be reported by calling the same number?

So, no matter the time or day, we're here to help! Simply call **0151 290 7000** or **Freephone 0800 561 0007** if you need us.



We will:

- **Make it easy for you to report repairs** – offering a range of options so you can contact us in a way and at a time that suits you.
- **Be available 24/7 for emergency repairs** – giving you peace of mind that we're here when something urgent goes wrong.
- **Set up appointments that work for you** – we'll agree on a day and timeslot for urgent or routine repairs and send a text to confirm. If we can't reach you, we'll book the next available slot and notify you by text. If that doesn't work, just let us know and we'll happily rearrange.
- **Keep you informed if anything changes** – if we can't make your appointment, we'll contact you to explain and reschedule.
- **Let you know when we've visited** – if you're out, we'll leave a card so you can get in touch and rearrange your appointment.
- **Fix as much as possible on the first visit** – we aim to resolve 70% of repairs on the first visit. If we can't, we'll explain why and what happens next.
- **Keep you informed every step of the way** – before starting any work, we'll tell you what work we're doing, how long it should take and what you can expect when it's done.
- **Treat your home with care** – we'll respect your space and belongings, leaving everything as we found it.
- **Check our work regularly** – we'll review a sample of repairs to ensure we're delivering a quality repairs service.
- **Listen to your feedback** – we'll ask for your thoughts through online surveys and use what you tell us to improve our services.



Repair timescales

Emergency repairs – when there's risk to you or your home, like loss of heating or hot water, we'll attend as soon as possible and within 24 hours.

Urgent repairs – for issues like minor leaks or partial loss of heating or hot water, we'll complete the repair within seven days. If we can't complete the repair in full on the first visit, we'll complete any further work within 28 days.

Routine repairs – for things like plastering, plumbing or tiling, we'll complete the repair within 28 days. If the repair is more complicated and requires multiple visits or input from multiple skilled operatives, the repair may take up to 56 days.

Major repairs – this includes repairs that are more complex and require multiple visits or the expertise of different skilled operatives to fix. Examples include drainage, groundworks and fencing repairs. We'll aim to complete all these types of repairs within 56 days.



How are we doing?

We're always striving to make your experience better. We will monitor how our Responsive Repairs service is performing and share this with you, along with any actions that we are taking to improve performance.

We will do this by measuring:

- Customer satisfaction with repairs
- The percentage of repairs responded to in target time frame

Find out how all our key services are performing [here](#)



Our promise to you

Our Service Standards are built around our core service principles. We will always:



Listen and understand



Treat you with respect



Take responsibility



Keep you informed



Do what we say we will

Want to know more?

[Click here to find out everything you need to know about repairs.](#)

including how to report a repair, what our response times are and who's responsible for different repairs