



Service standard: Repairs and Maintenance

How we look after your home to make sure it is functional, safe and secure to a high standard



We want you to be happy in your home and with the services we offer, and we know our responsive repairs service is one of the most important of these. A reliable repair and maintenance service keeps residents safe, secure, and comfortable in their homes. We are committed to a modern and efficient approach to repairs that provides our residents with a flexible, convenient, and customer-oriented service.

Our standards mean we will:

- Listen to what you are telling us and communicate
- Request feedback through satisfaction surveys and resident forums
- Use feedback to improve our service
- Provide feedback to you
- Comply with all our legal, contractual obligations, and regulatory standards
- Hold ourselves accountable and be transparent
- Provide a reliable and accessible service
- Consistently deliver high-quality that is value for money
- Train our teams in Equality, Diversity and Inclusion
- Operate flexibly to meet your needs and circumstances

Timescales you can expect:

- **EMERGENCIES** - Defects requiring emergency repair to ensure health and safety or avoid causing severe hardship. To be completed or 'made safe' within 24 hours.
- **URGENT** - Repairs needing to be carried out without undue delay. To be completed or a temporary repair effected within **3 working days**.
- **NORMAL** Routine repairs. To be completed within **28 days**, unless identified as a cyclical or major repairs item when notification will be given of an approximate scheduled completion date.
- **SCHEDULED REPAIRS** Minor repairs that are to be batched together with others for that scheme, unless no other repairs are reported within that scheme within 3 months. All repairs to be completed within **90 days** of reporting.
- **PLANNED** are those that are due to be done due to a cycle, for example painting, kitchen or bathroom replacements.

Complaints

CHADD welcomes complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. Complaints help us to know if our services are getting something wrong and we can put it right, learn from mistakes and ensure it does not happen again.

Information on our complaints process can be found on the CHADD website or speak to a member of the team.

Damp, Mould and Condensation

CHADD has a Damp, Condensation and Mould policy in place, which covers:

- Information on how to identify issues with damp and mould
- Awaab's Law, named in memory of Awaab Ishak, is a set of legal requirements for social landlords in the UK, focused on addressing hazards like damp and mould in social housing.
- Timelines that CHADD will follow when responding to damp and mould reports, these timelines are the legal requirements set out in this law
- Definitions of the two types of hazards (significant and emergency) and the timelines against each one as identified in the law
- How we will investigate, assess and record any reports received
- CHADD and resident responsibilities

How we monitor these service standards

- We have a Board of Governance who are responsible for scrutinizing and holding us accountable
- Reporting into the Board on our repairs and maintenance performance
- Learn from complaints and share our complaints information annually on the CHADD website
- Annually self-assess our complaints against the Housing Ombudsman regulations
- Carry out annual tenant satisfaction surveys
- Communicate with our residents and involve them through consultation

More information

If you do not think that we are meeting the standards set out above or you have any questions please contact us.

We encourage and invite you to be supported by a representative or advocate about our services if that is needed and a support for you.

Contact details

Telephone: 01384 456465

Email: reception@chadd.org.uk

Web: www.chadd.org.uk

Instagram: @chaddhousing

Facebook: @CHADDHousing

Churches Housing Association of Dudley & District Central office:

Brindley House
48-50 Hall St
Dudley
DY2 7DT

If you would like more information on how to manage damp, mould and condensation in your home please visit our website or contact us on the above details

If you would like this information in large print, audio, braille or a different language, please ask a member of the team or contact admin@chadd.org.uk