

This leaflet can be made available in large print, Braille and other languages. Please contact your Neighbourhood Housing Office.

You can help us by

Completing our repair satisfaction cards so that we can find out which part of our service needs to be improved and provide a better service to you.

If you feel that our service does not match the standards that we have set or if we could improve the service please contact us.

Leaflets for all the Housing Service Standards are available from Neighbourhood Housing Offices and the Council's website.

These include:

- Customer Care
- Grounds Maintenance
- Leaseholders
- Anti-Social Behaviour
- Allocation and Housing Options
- Ending your tenancy
- New Tenants
- Repairs
- Equality and Diversity
- Estate Management
- Empty Properties
- Rent Arrears Management
- Sheltered Housing
- Planned Maintenance
- Participation and Consultation

How to contact us:

Ripon Neighbourhood Housing Office ☎ 01765 605481

(incl Pateley Bridge, Boroughbridge and northern villages) Town Hall, Market Place, Ripon, HG4 1BZ

Bilton Neighbourhood Housing Office ☎ 01423 556828

(incl Jennyfields and western villages) 2/4 Albany Avenue, Harrogate, HG1 4NH

Kennion Road Neighbourhood Housing Office ☎ 01423 556868

(incl Knaresborough and eastern villages) 13/15 Kennion Road, Harrogate, HG2 7QY

Housing Needs Centre, ☎ 01423 556809

Victoria Park House, Victoria Avenue, Harrogate, HG1 5QY

Out of Hours Emergencies ☎ 08457 089190

Working for you



HOUSING

Service

Standards

Service standards tell you
what you can expect
from the Council

Repairs

www.harrogate.gov.uk

What you should expect *from the* Repairs Service

We will:

- ▶ Keep the structure, exterior and common parts of any building in good repair as listed in your tenancy agreement.
- ▶ Write within two working days of receiving your fault report to let you know what work will be done, giving you a date by which you can expect the work to be finished and a contact name and telephone number.
- ▶ Give repairs a priority category and aim to respond to them within the timescales set out in the table below:

Repair priorities and timescales Examples

| | |
|---|--|
| Priority E (Emergencies - made safe within 4 hours with any follow up work done within 4 days.) Strictly used for emergency work to prevent danger to life or limb and/or serious damage to the property. | Burst water pipes, gas leak, loss of all electrical power, blocked toilet drain, insecure property. |
| Priority A (Urgent repairs to be done within 3 working days.) Work that needs to be carried out urgently to overcome nuisance to the tenant, to prevent ongoing damage to the property and/or where there is a potential health and safety risk. | Leaking waste pipe to sink, faulty light or socket, heating not working, overflow to toilet running. |
| Priority B (Repairs to be done within 10 working days.) Work that needs to be done promptly because the tenant is unreasonably inconvenienced and/or the repair problem may get worse. | Loose wash hand basin, external door sticking, kitchen cupboard loose, loose or broken roof tiles. |

Priority C (General repairs to be done within 30 working days.) Standard work where the repair problem does not cause a high level of disturbance or inconvenience for the tenant and/or is unlikely to deteriorate further.

Renew wall tiles, repair fencing, plaster needs filling, loose kitchen worktop, loose floorboard, repair external render and pointing, windows sticking.

Priority P (Planned Improvements to be done within 60 working days).

Renewal of kitchen units, bathroom, new fencing, new external doors.

- ▶ Provide an emergency out of hours service for genuine emergencies between 5.15 pm - 8.00 am and at weekends and public holidays.
- ▶ Inspect a percentage of completed repairs.
- ▶ Ensure contractors keep to our Tradesmen's Charter to minimise inconvenience whilst works are being done.
- ▶ Report on how we have performed against targets in the Tenants News.

You have a responsibility to

- ▶ Report any repair needed as soon as possible to your Neighbourhood Housing Office - telephone numbers are shown on the back of this leaflet.
- ▶ Allow us to come into your home when needed to rectify a problem.
- ▶ Stay in when an appointment has been arranged, or contact us in time to change it to a different date.
- ▶ Maintain items that are your responsibility under your Tenancy Agreement, including internal decoration and damage caused by members of your household or visitors.

