

# Customer guide to North Devon Homes Response Repairs Policy



This guide sets out the key points in our Response Repairs Policy. The full policy can be found on our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)



North Devon Homes repairs your home to ensure it stays in good condition, however you have certain responsibilities too.

This leaflet explains:

- what we at North Devon Homes are responsible for,
- what you are expected to do,
- how you can report a repair,
- when we will carry out the repair you reported, and
- the service standards you can expect from us.

#### We are responsible for:

- repairing the structure and exterior of your home if it will cause a danger or more damage if not repaired.
- installing and repairing the gas, electricity, sanitation, heating and water supply.
- maintaining fixtures and fittings that were provided when you moved in.

#### You are responsible for:

- treating your home with care - you may be charged for repairs or damage that do not count as fair wear and tear (wear and tear: due to natural wear or ageing)
- reporting problems to us as soon as possible
- keeping the inside of your home decorated
- carrying out repairs, listed in this leaflet
- keeping your home pest-free at all times. You are also responsible for any damage caused by pests and/or pets. Pests in communal areas are our responsibility and we will deal with them
- adequately ventilating and heating your home.

For more details see our leaflet "Your home inside and out" which can be found on our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)



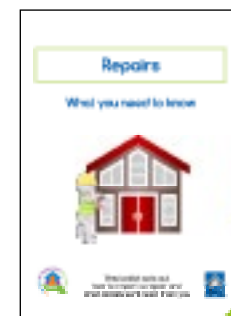
While we are responsible for some repairs to your home, we also have a responsibility to the health and safety of our trades team, who need a reasonably clean and tidy place in which to work. There may be circumstances when we are unable to carry out a repair until certain health and safety issues have been resolved.

### Reporting a repair

During normal office hours you can ask for repairs by phone, email, on our website or by writing to us (for contact details see back page of this leaflet).

When you report a repair, please tell us:

- Exactly what and where the fault is
- When the repair operatives can call round to do the job
- How we can contact you during working hours—giving us a phone number
- If possible send us a photograph via email



For more details on how to report a repair see our leaflet "Repairs" which can be found on our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk) in the "Information" section

### How long will it take?

Category	Time frame	Examples
Emergency Repairs (A)	Within 24 hours	Work that needs to be done to prevent danger to you and/or others inside your home, or to prevent serious damage to the property.
Urgent Repairs (B)	Within 5 working days	Work such as fixing a minor leak
Standard Repairs (D)	Within 20 working days	More general repairs which may require pre-inspection from a surveyor, works operative or contractor
Minor Works (MW)	Within 120 working days	Roof repairs requiring scaffolding

## Emergency repairs

Emergency repairs are repairs that affect the safety or basic security of a home, or may affect the health of the household.

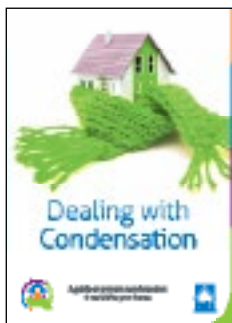
If you have an emergency repair, and our offices are closed, call our out of hours line **0800 917 0619**. In an emergency, we may do a temporary repair and return another time to complete it.

## Gas leaks

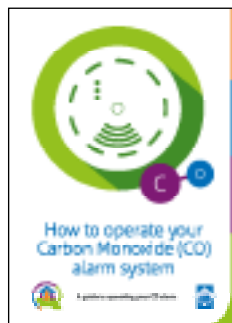
### If you smell gas:

- Turn off your gas supply
- Open your windows and doors to ventilate your home
- Do not switch on any electric appliances or light switches
- Put out all candles and if smoking extinguish immediately
- Do not use a match or flame to find the leak
- Vacate your home until utility company arrive
- Immediately call the National Grid Emergency telephone; number **0800 111 999** and report you can smell gas

We do ask our customers to use reasonable precautions to prevent damage to their homes from: condensation, frost, fire, ongoing leaks or the blocking of drains. Not reporting ongoing problems could result in customers incurring recharge costs towards repair the damage.



We have a variety of guidance leaflets for customers on our website: [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)  
Also we put useful articles in our customer newsletter.



Going on a long vacation? Customers must let North Devon Homes know if they are going to be away from their home for more than 28 days

### If you have been the victim of criminal damage

You should report the crime to the police who will begin the process of claiming back the cost of the repairs through the courts. If you ask us to undertake the repair we will charge you to do so.

## What happens after I have reported a repair?

All requests for repairs will be responded to and managed by our Customer Care Team. Staff in this team will consider how best to respond to your repair needs, which may include raising a works order, asking an operative or specialist contractor or a surveyor to visit your home.

Wherever possible job tickets for repairs will be raised for works to be carried out at a time that is agreed and convenient for our customers.

In instances where you leave someone in your home to allow repairs to be undertaken this should be a responsible person who ordinarily would be 18, but not below the age of 16

## What if I miss an appointment?

If you are unable to be home for a repairs appointment you should call us in advance on **01271 312500** to cancel the time slot and rearrange a new one.

If you have missed an appointment from a surveyor and/or contractor it may delay your repair where parts need ordering.

## What if the tradesperson/contractor misses an appointment?

If an appointment is broken, please call us on **01271 312500**. We will find out why, and let you know and also rearrange your appointment at a convenient time for you to be home.

If we need to change or cancel an appointment, we will contact you to explain the reason, and re-schedule for a mutually convenient time.

## Routine inspections and safety checks in your home

There are times when we need access to your home to carry out inspections to keep your home safe, for example; gas safety check, smoke and carbon monoxide alarm testing and electrical safety testing.

It is important we undertake these safety checks and will try to make them convenient for our customers. Where we have difficulty gaining access to your home it can be a breach of tenancy and we may be forced to take legal action.

## What if I am an older customer or have disabilities?

### Customer vulnerability

The vulnerability of our customers and/or family members will always be considered when selecting work priorities that might require a repair to be classified higher than its typical priority e.g. for the following reasons:

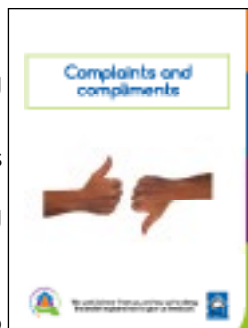
- If the customers are disabled or otherwise unable to undertake any temporary measures themselves.
- Where weather conditions are likely to worsen or cause more damage. The total loss of heating or hot water during winter periods (31st October – 1st May) for vulnerable groups should always be classified as an emergency.
- In any other circumstances where it is clear that these would have a detrimental effect on the customer or on the customer's home.

### What if I am unhappy with the repairs service?

We welcome customer's feedback about their experience of our repair service and North Devon Homes will respond to any issues raised by your feedback.

We also carry out telephone surveys and inspections on the standard of our repairs (across 10% of our repairs carried out). Customers are encouraged to give us honest feedback so we can improve standards and provide you with value for money.

You can also contact us directly if you would like to provide feedback or alternatively fill in our online form which can be found on our website in the "information" section.



### Compensation

North Devon Homes have a "right to repair" scheme (see full [Responsive Repairs Policy](#)). This gives customers the right to compensation if the repair has not been fully carried out within a prescribed period.

### Recharges

When we carry out repairs work that is considered beyond normal wear and tear or as a result of vandalism, neglect or misuse, then the customer or the person responsible for the damage, may well be charged for this work (There is a separate policy on recharges that can be found on the NDH website).

If a repair is identified as rechargeable the customer will be notified with an approximate value of the recharge (The exception being emergency work only).

The customer will pay the actual cost of the repair where this is equal to or less than the estimate prior to work commencing. When works are carried out by H2H, the customer will be charged costs of employees' time, materials, plant and other direct costs.

If a customer requests to undertake the repair work themselves, they may do so, but any repair work must meet agreed standards and be inspected by one of our surveyors.

Some examples where customer may be recharged;

- Lost keys requiring entry to be gained or a door lock to be changed
- Smashed windows
- Broken hand basin
- Replacement floor where a known leak has caused damage through not being reported
- Where a forced entry has been carried out by the emergency services
- Blocked toilets where items have been flushed that are not meant to be disposed of down the toilet or items have been accidentally dropped.

### Making changes to your home

You will need our OK if you want to:

- Add anything to your home from an extension to a garden shed
- Fix anything significant to the outside including TV aerials, satellite dishes and water butts
- Take anything out or knock anything down, or change the layout or fixtures and fittings in your home

We will normally say yes to your request. However, we will say no if for example:

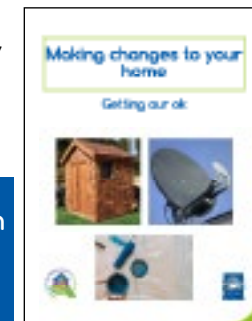
- It would reduce the value of the property.
- It would stop us meeting our legal or other responsibilities.
- It would cause a nuisance to your neighbours.

If we have to say no we'll explain why.

When we give our agreement we might:

- Set conditions
- Request the work is done in a particular way
- Want to inspect any work you have done
- Ask you to change things back should your tenancy end.

For more details on 'Getting our OK' there is an information leaflet on our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk) on the 'information' page



## Customer care

High and consistent customer care standards will be promoted in order to meet customers' aspirations of the repair service.

The responsive repair service will offer a high level of customer focus and will involve customers in the design of its services.

Staff know and work to the company's values and will behave in a compassionate, professional and polite manner in all dealings with customers.

## Customers working with us

Similarly NDH expects customers to work with us in providing a safe and healthy working environment.

We expect customers to treat our staff in a courteous and non-threatening manner. We have a reasonable behaviour policy that sets out the behaviour that we like to expect from customers and actions we will take in instances where this is not the case.

## Contractors Code of Conduct

North Devon Homes is committed to providing its customers with an efficient, high quality service for all types of work carried out in their homes.

North Devon Homes will ensure that all its main contractors, sub-contractors and workforce are aware of the code and that its importance is understood and remembered at all times.

North Devon Homes require contractors to ensure that all works are carried out with the minimum disruption to customers and are required as a minimum to adhere to the following:

### Communication

- Make appointments to carry out work to customers convenience
- Introduce themselves when they contact customers or call at their homes and produce an identity card
- Advise customer of any delay or postponement of planned visit or appointment

### Courtesy

- Maintain a professional manner at all times, adopt a no smoking policy, no offensive language to be used, no radios to be played and customers telephone, toilets or washing facilities are not to be used
- Reconnect and test services such as electricity, gas and water at the end of each working day. If this is not possible we will discuss and agree this with the customer
- Where major works are involved, agree the extent of removal of carpets, furniture etc, and their condition, before work starts
- Show respect to customers and their property as you would expect others to treat you and your property
- Comply with North Devon Homes Equality and Diversity policies

### Cleanliness/Tidiness etc

- Clear away any rubbish caused by works at the end of each day
- Always use dust sheets or alternative protective measures
- Take care of the property and possessions and protect them from dust, paint and any other building debris or damage
- Essential for operatives to wear company clothing or overalls

### Security/Protection

- Make sure that customers homes are secure at all times
- Keep safe all materials and equipment used and ensure customers and visitors safety
- Repair any damage to internal decorations caused by carrying out any works
- Comply with health and safety legislation and any relevant codes of practice
- Always carry identity cards with a photograph
- Where scaffold is erected ensure that access ladders are removed at the end of each working day
- Carry out customer induction on Health and Safety on first visit
- Operatives to advise North Devon Homes of any specific customer requirements that may affect their ability to carry out their work

## Response repairs local offer (service standard)

This is our promise to customers on the standard of service we will deliver.

## Repairs service standards

Everyone at North Devon Homes is committed to "working together to create communities where people want to live". To ensure that we do this for you we have created a set of values for ourselves.

One of our values is to "Aim for Excellence". The standard below sets out how we intend to deliver this.

### We will:

- Indicate at the time of reporting a repair when you can expect the repair to be attended to:
  1. Emergency Repairs - within 24 hours
  2. Urgent Repairs - within 5 working days
  3. Routine Repairs - within 20 working days
  4. Minor Works - within 120 working days
- Provide a 24 hour service for repairs which are an EMERGENCY out of office hours
- Make it easy for you to report a repair by providing a range of convenient methods
- Give you the opportunities to influence, change and improve the service through our C90 and Scrutiny co-design groups, local conversations and surveys
- Ask you to tell us how satisfied you are with our service and where it falls short
- Investigate and respond to all complaints within our published time scales
- Ensure all our staff and contractors follow our Code of Conduct

### We will make sure we deliver our promises by:

- Auditing a minimum of 10% of all completed repairs, which equates to approximately 900 per year
- Comparing ourselves against other similar organisations
- Publishing our performance information regularly
- Reviewing our service offer through our C90 Panel on a quarterly basis



### You can find out more about our performance:

- In our annual performance report to customers
- On our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk) under "how are we doing"
- In our bi-annual newsletter
- If you would like to make any comments, complaints or suggestions relating to any of our service standards please get in touch on 01271 312500 or email [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk) - we'd love to hear from you.

### Right to Buy or Acquire repairs

The company's properties are subject to potential Right to Buy/Right to Acquire (RTB/RTA) applications. NDH is obliged to be clear about the types of repairs that are essential to properties that are subject to these provisions.

On receiving a repair request for a property which is subject to a right to buy/right to acquire application, NDH will continue to be responsible for the following types of repair:

- Breakdown of heating system
- Repairing any leaks to water services
- Repairing electrical faults
- Repairing roof leaks
- Major emergency work (e.g. following gales etc)
- Statutory Gas servicing.

The objective should be to maintain the house in a safe and warm condition, with its essential services fully operational. Repairs ordered before the RTB/RTA application is submitted not falling into the above categories will not be carried out. The customer will be notified in writing advising them of NDH's intention to suspend any further action in connection with these repairs.

### Equality and diversity

We can provide this leaflet in audio, large print and other languages. Please let us know what you need.

### Customer service standards

Our 'Customer Standards' are the standard of service you can expect from us. You can pick up a copy at any of our offices, or download a copy from our website, [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk).

### Response Repairs Service Local Offer

#### How we will monitor this Local Offer (Service Standard)

Our Board, C90 and managers monitor our repairs service by reviewing regular performance reports and customer satisfaction data.

#### Response Repairs Local Offer:

##### We will:

- Indicate at the time you report a repair when you can expect the repair/repairs to be attended to:
  1. Emergency repairs - within 24 hours
  2. Urgent repairs - within 5 working days
  3. Routine repairs - within 20 working days
- Provide a 24 hours service for repairs which are an emergency outside of office hours.
- Make it easy for you to report a repair by providing a range of convenient methods
- Give customers opportunities to influence, change and improve the service
- Ask you to tell us how satisfied you are with our service and where it falls short
- Investigate and respond to all complaints as stated in our complaints policy
- Ensure all our staff and contractors follow our Code of Conduct



Need  
help?

Phone us: 01271 312500

Email us: [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk)

Complete our on-line forms via our website:  
[www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)

Follow us on Facebook or tweet us:  
@NorthDevonHomes

Emergency out of hours service:  
Freephone: 0800 917 0619



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