



## ESTATES AND FACILITIES MANAGEMENT

### MAINTENANCE REPAIR SERVICE STANDARD

We are committed to providing all our residents with an excellent maintenance service and to ensuring that everyone lives in a well maintained home. These service standards tell you what you can expect if we carry out repairs or improvements to your home.

#### **We plan to work with you to:**

- Provide an efficient repairs service, 24 hours per day, every day of the year.
- Offer a variety of ways in which you can report repairs to us.
- Carry out repairs at a time convenient to you by offering you, at least a morning or afternoon appointment.
- Plan for the longer term maintenance needs of all our properties to ensure they are kept in the best possible state of repair.
- Work with the 'Residents Partnership' to review and improve the service and key plans for future programs of work.
- Provide repair services and improvements fairly to all our residents.
- Use our magazine 'News 'n Views' and our Website to regularly report to you on our performance.
- Carry out gas, electric and other safety checks on time.
- Carry out regular satisfaction surveys with residents.
- Make proper provision to ensure works are carried out to the highest standards.

#### **How soon will we carry out a repair?**

##### **Emergency repairs**

Repairs are classed as an Emergency when people's health and safety are at serious risk, or where a repair, if not dealt with quickly may cause major damage to the property.

- We aim to respond to emergency repairs within a period of between **3 hours and 24 hours** depending on the severity of the emergency. Often this will mean making safe and then doing further work later if necessary.

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## Examples of emergency repairs:

- a gas leak
- a burst pipe where the water cannot be turned off
- total loss of electricity (not caused by one of your appliances tripping' the power supply)
- a blocked drain or toilet
- flooding to your home
- serious security issues with door or windows
- no heating or hot water during periods of cold weather
- damage to the structure of the property
- damage caused by fire

If you have any doubts about whether a repair will be classed as an Emergency, ring the Emergency number on 0845 608 0444

## Urgent repairs

These are repairs that may affect how you use your home or its facilities. They affect your comfort or convenience but do not cause a danger.

- We aim to carry out urgent repairs within **3 working days**.

## Examples of urgent repairs

- heating or hot-water appliances breaking down
- leaks with plumbing and ball valves or partial loss of water supply
- defective extractor fan in a kitchen or bathroom
- faulty door-entry systems
- problems causing severe damp
- a faulty shared TV aerial if provided by us
- damaged stairs and handrails
- floor damage that poses a minor health and safety risk to occupants

## Essential repairs

These are repairs which do not need to be carried out as an urgent priority.

- We aim to carry out essential repairs within **15 working days**.
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### **Examples of Essential repairs:**

- replacement of a toilet seat
- ease and adjust a front or rear entrance door
- minor floor repairs (if not a serious danger to occupants)
- day-to-day repairs to gutters, roofs and outside walls
- kitchen and bathroom repairs
- minor work to outside brickwork and rendering or internal plaster

### **Routine Repairs**

These are repairs which can wait without having a serious effect on you or the building

- We aim to carry out Routine Repairs within **30 working days**>

### **Examples of Routine Repairs:**

- rotten fascia board
- damage to gutters and down pipes
- damaged fencing or gates
- garden drainage problem

### **Planned maintenance**

This means repairs and improvements which we carry out when they are needed. Works to several properties are often combined into a works program. We will tell you when we need to carry out this type of work if it affects your home.

Examples of planned maintenance are as follows:

- replacing windows and external doors
  - replacing kitchens and bathrooms
  - painting the outside of your property
  - major roof repairs or replacements
  - replacing central heating systems
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## **Planned Maintenance Standards**

Whenever we have to carry out planned maintenance at your home you can expect the following as a minimum:

- We will always inform you of plans for work that will effect your home.
- We will provide information about anticipated start dates, duration of works and what the works may mean for you in terms of disruption.
- We will offer choice whenever possible. E.g. Pattern and color of entrance doors, choice of kitchen units, work tops etc.
- Anyone working at your property will show proof of identity, will respect your household, protect your possessions, clean up after themselves and work in a clean, safe and considerate manner.

### **We expect you to:**

- Look after your property and repair, or pay for anything that is damaged by you, by members of your household or by visitors to your home.
  - Report repairs that are our responsibility quickly.
  - Make sure our staff and contractors can get into your property to carry out work when needed.
  - Not to smoke while our staff or contractors are working in your home.
  - Keep appointments you have made with us, or tell us as soon as possible if you can't do this.
  - To get written permission if you wish to carry out improvements to your home yourself.
  - Keep the property and the inside decoration in good condition.
  - Leave the property in a clean and tidy condition when your tenancy ends.
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## How to Report a Repair

### By Telephone

**General Repairs: Ring our 24 hour Repairs Call Centre 0845 608 0444**

**Heating and Plumbing: Westward Energy Services 0845 702 3820**

**(Rhayader Only)**

**Heating, Plumbing, Drains and Electrics. 0845 950 0400**

**By Fax to 01792 488210**

### By Email

**[Repairs@Gwalia.com](mailto:Repairs@Gwalia.com)**

### By letter or in person to any Area Office

- **Neath**
- **Llanelli**
- **Ammanford**

**or**

- **Head Office in the Kingsway, Swansea**

**(Please see Handbook for detailed information).**