

repairing your home



The following document provides you with a brief summary of our Repairs and Maintenance Policy and sets out the level of service you can expect from believe housing.

We are committed to delivering a high-quality, modern and effective repairs service and to provide homes that are comfortable, maintained and safe for people to live in. The responsibility for repairing and maintaining homes is shared between us and our customers. That's why, by working with customers and other stakeholders, we have developed a set of standards that clearly explain what you can expect from us; and what we can expect from you.

repairs and maintenance

believe housing

- Provide you with a convenient way to report your repair
- Offer flexible appointments to carry out your repair
- Be polite and respectful when carrying out work in your home
- Where possible, carry out your repair on the first visit
- Make you aware when we are unable to complete your repair at first visit and keep you updated on progress
- Undertake a regular programme of improvements and keep you informed of when this work will take place

customers

- Inform us of any repairs that need doing to your home
- Give our employees access to your property to carry out any necessary work, including your annual safety checks



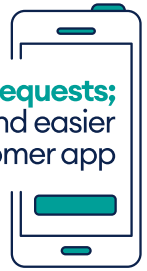
You can view our repairs policy on our website at: www.believehousing.co.uk/policies

how do i report a repair?

You can report repairs in a variety of ways at a time and place that suits you.

- App: **click here to download**
- Call: **0300 1311 999**
- Email: **hello@believehousing.co.uk**
- Visit: **www.believehousing.co.uk**

repairs, rent and requests;
they're all quicker and easier
with our customer app



our repairs categories

Repairs will be classified and responded to within a timely manner. They include:



emergency repairs

Emergency repairs are any defects that put the health, safety or security of our properties, customers or anyone else at immediate risk. Emergency repairs will be responded to and made safe within 24 hours. Where possible, a full repair will be carried out, if this is not possible we will arrange a new appointment at a time convenient for you.



next convenient appointment

An appointable repair is a repair that can prevent immediate damage to our properties and/or overcome inconvenience to our customers. Appointable repairs will be carried out within 20 working days from the time a repair is reported to the completion of the work, at your convenience.



planned repairs

There are some repairs that require specialist materials and/or equipment and further time to complete. They can also consist of a replacement rather than a repair of a component. Planned repairs will be carried out within 40 working days. We will also carry out planned maintenance to properties as part of wider estate investment schemes. If a property is identified for improvement works, we will notify you, and works can be brought forward if required.



out of hours emergency repairs

Emergency repairs are available outside of day to day operating hours for repairs that pose an immediate risk to our customers and/or properties.

You can view our repairs policy on our website at: www.believehousing.co.uk/policies