



RESPONSIVE MAINTENANCE SERVICE STANDARDS

RBH aim to deliver consistently high levels of customer service.

Our objective is to provide you with an efficient, effective and value for money responsive repairs service aimed at completing repairs within a single visit ('Right First Time').

If we need to recharge you for works we will, wherever possible, notify you in advance and provide an estimate for the cost of those works. With your help we will monitor how we are performing, share the results and use your feedback to review our performance annually.

Service Availability

We will ensure that customers are able to report repairs in any of the following ways:

- 🏠 Online: Via RBH website rbh.org.uk
- 🏠 E-mail: rbh.repairs@rbh.org.uk
- 🏠 Text Message: **07786 202 400** text 'repair' followed by your address and message.
- 🏠 Telephone: Weekdays Monday to Friday 8.00am to 5.00pm:
Freephone **0800 027 7769** or **01706 274100**.
- 🏠 Telephone: Emergency out of hours service:
Free phone: **0800 027 7769** or **01706 274100**.
The service is available from 5.00pm to 8.00 am every weekday and from 5.00pm Friday evening to 8.00am Monday morning at weekends.
The service is also available 24 hours a day to cover public holidays and office closures.

Customer service

We will:

- 🏠 Prioritise repairs to ensure that you receive a quick and efficient service that makes the best use of available resources. The priorities are set out over the page.
- 🏠 Respect your home and protect it where necessary, leaving everything clean and tidy when we have completed the repair.
- 🏠 Ensure our employees are presentable, courteous and behave in a professional manner at all times.
- 🏠 Give you reasonable notice before we visit to carry out repairs. If we cannot gain access we will leave a card detailing the time and date of the visit and contact details to re-arrange the appointment if required.
- 🏠 Deliver a tailored service to vulnerable customers and ensure that we take account of any specific needs or requirements that are important to you.



Priority	Criteria	Resolution Timescale
Emergency Repairs	<p>This is where there is a potential danger to health, a risk to the safety of occupants or a serious danger of damage to the building.</p> <p>For example if you have a total loss of power or water leaks causing structural damage we will treat this repair request as an emergency.</p>	<p>We will respond to the repair request within 2 hours of the repair being reported.</p>
Urgent Repairs	<p>This is where you encounter problems that cause major inconvenience, discomfort or nuisance to the occupants or third parties or may lead to further deterioration of the building if not addressed.</p> <p>For example if you have cracked glazing or a loose handrail we will treat this as an urgent repair.</p>	<p>We will respond to the repair and aim to complete works within 24 hours of the repair</p>
Routine Repairs	<p>This is where the problems you encounter cause limited inconvenience. For example if you require Replacement wall or floor tiles or gate repairs we will treat this as a routine repair.</p>	<p>We will complete routine repairs within 15 working days unless otherwise agreed with you.</p>
Batched/ Planned Maintenance Works	<p>Where we cannot repair certain fixtures or fittings or need to undertake minor works for example to guttering, footpaths, fencing, etc., we will batch works together.</p>	<p>We will aim to complete batched works within 12 months of the repair being reported.</p>
Gas Safety	<p>If you have gas in your property We will carry out an annual gas safety inspection to your home.</p>	<p>Annually</p>