

Repairs –

Keeping your home
in good condition



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We are committed to providing you with a well-maintained home that meets the Decent Homes Standard and shared areas that are attractive, well-maintained and safe. We will do this by working together with you and our contractor, Axis.

We aim to provide a repairs service that is of a high standard. We will work safely and efficiently at the time we both agree.

You are responsible for some repairs to your home, including decorating, gardening, minor repairs and replacements (such as clearing blockages in your sink or toilet or replacing your toilet seat or shower curtain). Your Tenant Handbook gives you more information about who is responsible for different repairs and when we may charge you for a repair.

We try to finish as many repairs as we can the first time we visit you. But, some repairs might be more complicated and take more time. If this is the case, we'll keep you up to date with our progress.

If you need to report a repair, please call us on 0800 783 2768, or report it online at www.swan.org.uk

Reporting repairs

You can report a repair by phone, online or in person. When you report a repair we will put it into one of the following four categories of priority.

- **Immediate** – we will make these repairs safe within four hours. (An immediate repair might be one to prevent serious risks to health, safety or security, such as fixing gas-related faults or stopping a leak that could cause serious flooding.)
- **Emergency** – we will carry out these repairs within 24 hours. (An emergency repair might be carried out because your hot-water system isn't working.)
- **Urgent** – we will carry out these repairs within five working days. (An urgent repair might be carried out because taps, valves or stopcocks are not working properly.)
- **Routine** – we will complete these repairs within 20 working days. (Routine repairs include repairs to kitchen units, fencing panels and bath panels.)

When you report a repair, we will offer you an appointment. For an urgent or routine repair, we will arrange the appointment for a two-hour time slot from Monday to Friday and on Saturday mornings.

**If you smell gas, please phone The National Grid
straight away on 0800 111 999**



We also have an out-of-hours repairs service. This is only for emergencies such as burst pipes, major electrical faults or any damage to your front door that means your home is not secure or safe.

Our repairs service standards

We want to provide a good quality repairs service. We will keep to the following service standards by:

- giving you a phone number to report a repair that you can phone 24 hours a day;
- giving you an order number for each repair you report;
- giving you a time that we will carry out the repair in line with our published categories of priority times;
- committing to keep appointments and offering compensation payments if we don't;
- acknowledging you have made a complaint and giving you details of who is dealing with your complaint within three working days, and aiming to settle your complaint within 10 working days;
- carrying out a yearly gas safety check if your home has a gas supply;
- monitoring the safety of the electrics (including smoke alarms) and any asbestos in your home; and

- telling you when the outside of your home is due to be painted.

Our service standards

We have agreed each of our service standards with a group of residents. The service standards tell you what level of service you can expect from us. We will regularly measure our performance against these service standards and let you know how we are doing. If you feel that we are not meeting these standards, please phone us on **0300 303 2500**.

Contact us

If you want to discuss anything we have mentioned in this leaflet, please phone **0300 303 2500**.

Repairs, gas and adaptations:
Text: **07950 961811**
(start your text with the word GAS)

You can also contact us through our website at **www.swan.org.uk** or at:

Head Office

Swan Housing Association
Pilgrim House
High Street, Billericay
Essex CM12 9XY.

Or visit our London office at:

Swan Housing Association
Cygnet House South
10 Chrisp Street
London E14 6LL.

Available in other formats and languages

English

This information tells you about **repairs services**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

French

Ces informations traitent de **repairs services** (services de réparation). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

Polish

Niniejsze informacje dotyczą tematu **repairs services** („Usługi serwisowe”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **repairs services** (“Adeegyada Dayactirka”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriir **0300 303 2500**

Bengali

এই তথ্যে আপনাকে **repairs services** (মেরামত পরিষেবা) র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500**-এ যোগাযোগ করুন

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **repairs services** (ਮੁਰੰਮਤਾਂ ਸੇਵਾਵਾਂ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਵਿਰਧਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

Arabic

تشير هذه المعلومات إلى **repairs services** (“خدمات الإصلاح”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

Urdu

یہ معلومات آپ کو **repairs services** (“مرمت کی خدمات”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.

