

**When our staff and contractors visit your home they will:**

- Treat you and your home with respect
- Not smoke
- Not play radios
- Always use dust sheets where appropriate
- Always leave the place of work clean and tidy

**WHAT CAN I DO TO HELP?**

1. Please make every effort to stay in if you have booked an appointment.
2. Let us know if you can't keep an appointment.
3. If you're out when the contractor calls, they will leave a card to tell you they've called and make a second appointment to carry out the work.
4. The repair will be cancelled after 30 days from being carded if the second appointment is unsuccessful.
5. Repairs will not be cancelled where it is a possible health and safety issue.

**PLEASE STAY IN IF YOU HAVE AN APPOINTMENT**

**ARE YOU UNHAPPY WITH OUR SERVICE?**

If you are not happy with our repairs service please let us know.

We have a complaints procedure so you can tell us where we went wrong. We will investigate and try to put problems right (Remember a complaint is not a request for a service or repair we do not carry out).

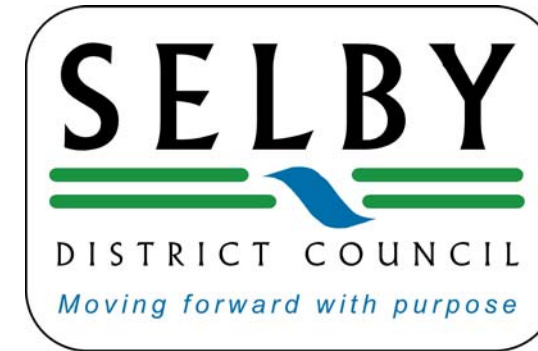
Finally, you can contact your local Selby Councillor if the service you get is not what you expect. Their telephone number can be obtained by calling 01757 292220.

**COMPLAIN IF YOU ARE UNHAPPY WITH OUR SERVICE**

**You can obtain a complaints form, in person or by telephoning, from:**

- Access Selby
- Tadcaster Office
- Your Area Housing Officer
- SDC website

**If you need this charter in any other format or language  
please telephone 01757 292270**



**SELBY DISTRICT COUNCIL**

**CUSTOMER CHARTER  
FOR HOUSING REPAIRS**

**2009-10**



# SELBY DISTRICT COUNCIL

## CUSTOMER CHARTER FOR HOUSING REPAIRS

### WHAT IS A CUSTOMER CHARTER?

A customer charter is our promise of how we will respond when you ask for a repair. It tells you what to expect when you report a repair, how long you will have to wait before work starts and what we will do to make sure that the quality of work is of a high standard. We promise that we will carry out repairs to your home quickly and that they are cost effective repairs, which will last. It also tells you how to complain if you are unhappy.

### WE WILL CARRY OUT REPAIRS TO YOUR HOME:

We are responsible for over 3200 different houses, flats, and bungalows. Call the repairs number to speak to our repairs team. They will explain how long the repair will take.

### WHO IS RESPONSIBLE FOR WHAT REPAIRS?

There is a list in your Tenancy Agreement and in the Tenants Handbook that shows who is responsible for different types of repairs and how quickly we will carry them out.

### REPAIR CATEGORIES:

*As a general rule, we categorise repairs in the following groups:*

EMERGENCY	24 hours	Emergency repairs are those that can cause serious risk to health and safety.
URGENT	5 working days	Urgent repairs are those that need attention but are no risk to health and safety.
NON-URGENT	25 working days	Non-urgent repairs are those that cause only minor inconvenience and have little effect on the property

**WE WILL PROMPTLY CARRY OUT REPAIRS TO YOUR HOME**

### TO REPORT A REPAIR:

*There are a number of ways to report a repair; these are listed below:*

- To an Officer of SDC who is out visiting;
- at Access Selby;
- by phone at Access Selby 01757 292125 (includes the out-of-hours emergency number - 01757 706291);
- in writing;
- by email;
- by text - 07984 527206;
- by fax - 01757 292262;
- through the Lifeline Service;

**All our staff have identity badges. Ask to see identity badges before you let anyone into your home**

### SELBY DISTRICT COUNCIL PROMISE:

- We will offer an appointment for internal repairs
- We will offer an appointment for a morning or afternoon to suit you
- We will always wear and show our identity badges
- We will always aim to do the repair in one visit
- We will solve the problem quickly
- We will only delay a repair when there is very bad weather that prevents it being carried out.
- We will keep you informed if your repair takes longer
- We will still try to achieve the completion date
- We will investigate a broken appointment
- We will arrange an alternative appointment that is convenient to you
- We will operate a 24 hour service everyday of the year
- We will check 10% of repairs afterwards on a random basis
- We will provide a customer satisfaction survey to everyone who reports a repair
- We will operate **Right To Repair Scheme – Compensation**

**Full details are on our Website and in the Tenants Handbook**