

# Carrying out repairs to your home

## Service Standard

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### Introduction

**Chorus Homes responsible for most (but not all) repairs in its residents' homes.**

Visit our website [www.chorushomesgroup.co.uk](http://www.chorushomesgroup.co.uk) for guidance on our, and your, responsibility for repairs.

### Our service standard

- When you report a repair, our staff will deal with you in a courteous, friendly and professional manner
- We will ask for full details of your repair to help us allocate it to the right contractor
- When our employees or contractors visit your home they will treat you, your home and your possessions in a respectful and professional way.
- All of our workman and external contractors carry identity cards. For your own safety please ensure that you ask to see their identity card before you let them into your home.
- Tradesmen, surveyors and other people carrying out work on our behalf will not enter your home unless there is an adult present. Please make sure that someone aged 16 or over is present when a repair or other visit has been arranged.

### Our Contractor, Places Maintenance Division (PMD)

- The majority of repairs will be carried out by our Contractor PMD. On occasion and for more specialist jobs, approved contractors will be appointed.

### Reporting a repair

- You can report a repair to us in a number of ways. By telephoning our Customer Service Centre on 0345 850 9994, via our website, by email [repairs@chorushomesgroup.co.uk](mailto:repairs@chorushomesgroup.co.uk) or in person at our offices at: Brook House, Ouse Walk, Huntingdon, PE29 3QW
- When our offices are closed you can contact our emergency repairs service on 0345 850 9994. When you report a repair to our out-of-hours service they will tell you if the repair you are reporting qualifies as an emergency repair. If not, they will ask you to telephone our Service Centre on the next working day.

### Repair timescales

- We aim to carry out routine repairs within 28 working days.
- Health and safety repairs will always take priority and we aim to attend to make your home safe within 24 hours. Please ensure you are available at your home when your repair is due to be carried out if not, you may be charged for a wasted visit.
- Some repairs may be delayed for a period of time, this may be because we are aiming to get better value for money by putting together a number of the same type of jobs, for example fencing repairs.
- Some types of work could be delayed because we are unable to undertake them in certain conditions, for example repairs to concrete paths in winter, or roofing in high winds.

### How will I know when the repairs are going to be done?

You will always be given an appointment for your repair to be carried out, either by text message, phone, email or written notification. Sometimes a specialist contractor will call you to make an appointment on our behalf.

### What if I can't keep to my appointment?

- If you are unable to keep to your appointment, please call immediately on 0345 850 9994.
- If you aren't at home for your appointment and don't let us know, the repair may be cancelled and will only be rebooked on your request.

### What happens if my repair is not carried out when I was told it would be?

We apologise when this happens. Please contact our Service Centre on 0345 850 9994. We will check to see what is happening, and if necessary give you a new date for completion of the works.



**Chorus  
Homes**

Part of Places for People

## Customer satisfaction

We visit and inspect a number of homes where repairs have been carried out.

We carry out telephone satisfaction surveys where we will ask you a number of questions, including the quality of the work carried out, service provided, and attitude of our tradesmen.

We use this information to make sure our repairs service is operating to a high standard, and make any changes as appropriate.

## How to contact us

### In writing:

Customer Service Centre  
Chorus Homes Group  
Brook House  
Ouse Walk  
Huntingdon  
PE29 3QW

### Call us:

0345 2669 760

### Email:

[customerenquiry@chorushomesgroup.co.uk](mailto:customerenquiry@chorushomesgroup.co.uk)

### Website:

[www.chorushomesgroup.co.uk](http://www.chorushomesgroup.co.uk)