

# Service standards

Repairs and maintenance



# Repairs and maintenance

our promise to you

## We promise to:

- Keep you informed and make it easy to contact us
- Be reliable and get it right first time
- Make and keep appointments with you
- Carry out work to a high standard
- Give you peace of mind when our office is closed.

## How we'll do it. We'll:

- Keep you informed and make it easy for you to contact us
- Tell you what's involved and how long it'll take to complete the job
- Get our contractors to phone you, within two hours of receiving an order, to make an appointment

- Tell you what action we'll take when we inspect work
- Publish plans for improvement work six months in advance and write to tell you if it affects you
- Make it easy to report repairs by phone, email, website and at our offices
- Explain clearly what repairs you're responsible for
- Give at least 48 hours notice if you need to clear cupboards or move furniture before work starts
- Give you details of how to contact the right people
- Explain how new installations work, for example, boilers
- Try to make sure we:
  - answer the phone within 20 seconds
  - deal with your query on the first call
  - answer emails and letters within three working days.

## Be reliable and get it right first time

We'll:

- Complete jobs right first time
- Monitor jobs not completed right first time to improve our performance
- Use contractors on long term contracts to improve reliability
- Make sure contractors follow the code of conduct agreed with you - this includes being polite, tidying up after their work and showing identification
- Apologise when things go wrong, put it right quickly and learn from our mistakes.

## Make and keep appointments with you

We'll:

- Make and keep appointments on all repairs, servicing and improvement work
- Compensate you when we don't keep an appointment and recharge you if you don't keep to an agreed appointment
- Explain how repair jobs are classified as 'priority' or 'standard' so appointments are made at a time reflecting the importance of the work

- Complete work as quickly as we can, monitoring completion times for both 'priority' and 'standard' work
- Write to you at least six weeks before we carry out improvements or servicing
- Ask contractors to finish the job on the same day, where possible, even if it means working late
- Make appointments for servicing your gas boiler at least two weeks in advance.

## Carry out work to a good standard

We'll:

- Check our contractors' staff for their attitude, skills and performance before we employ them
- Make sure we use good quality parts and fittings
- Look to see if there's other work we can do when we're in your house
- Check 10% of contractors' work when it's finished
- Make sure all contractors have valid police checks in place.

## Give you peace of mind when our office is closed

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We'll:

- Provide a reliable emergency out of hours repairs service when our office is closed
- Make sure all contractors can deal with emergencies out of hours
- Phone you the next day if you've reported an out of hours emergency, to check what else needs to be done and that you're ok.

## How we'll check if we're getting it right

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We'll:

- Monitor these standards with our contractors and staff on a regular basis, through surveys and test calls, mystery shopping and independently obtained feedback
- Review performance monthly with contractors to help us improve the service

- Monitor complaints about the service and ensure quick follow up
- Report to you every year on our service performance and publish quarterly reports on our website.

## Why this is important

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- You tell us that the quality of your home and the repairs and maintenance services are top of your agenda when it comes to making improvements at Knightstone. Residents have been closely involved in setting these service standards
- We spend around £11 million each year on repairing, improving and servicing your homes. It's vital that we get it right, first time, every time
- The quality of our contractors and the work they do has a huge impact on what you think about Knightstone. It's really important we use the right contractors and they work to our standards.



# Putting things right



If we get anything wrong we'll:

- Put it right as soon as possible
- Let you know what's happening
- Say sorry
- Learn from mistakes so they don't happen again
- Find out if you're satisfied with how we've dealt with the problem
- Let you know how to make a complaint if you're not satisfied.

We'll monitor our performance by:



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Feedback gathered face to face, involvement events or through paper/online/phone surveys, customer satisfaction, performance indicators, mystery shopping, complaints.



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If you need this information in  
another format please contact us.



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 **Knightstone**