

Our Appointment standard

1 :: Introduction

Missed appointments cost us a huge amount of money – over £300,000 each year. This is money we could be spending on improving homes and estates.

We've spoken to residents and they've told us that they want us to be tougher with contractors and residents who regularly miss appointments. They also think we should charge residents where appointments have been missed without good reason.

This document explains our approach to making and keeping appointments.

2 :: Making and keeping appointments

Our aims:

- To provide an appointment system that is convenient and, wherever possible, fits in with your busy lives
- To ensure that our appointments system is efficient, cost effective and achievable for our contractors
- To work with our residents and contractors to reduce the number of missed appointments each year by improving communication, reminding residents about appointments made, being clear about what to do if you can't make an appointment and what we'll do if appointments are missed.

Our promise

1. When making an appointment we'll:

- Pass you directly to our contractor, if you call in with a repair to our Customer Contact Team. This is so an appointment can be made there and then
- Get our contractor to contact you if you report a repair through other channels such as through your account on our website, or by email. We expect the contractor to make an appointment with you within two hours of receiving an order from us.
- Contact you about any other work to your home to agree a convenient date and time. This will usually be by phone or email, depending on your preference
- Offer you either an AM slot (this is between 8.30am and 12 noon) or a PM slot (between 12 noon and 5pm)
- Try to accommodate school run times and offer 'first of the day' appointments, where possible
- Contact you on the day to provide you with a more accurate expected time of arrival
- Provide you with our contractor's contact number in case you need to change your appointment.

2. We'll never 'cold call' you for property maintenance work. For a visit to complete emergency work out of office hours, we'll provide an expected time of arrival and the name of the contractor who'll be calling
3. If you live in sheltered or supported housing, our contractors will always advise scheme staff about any repairs being made to communal areas. These repairs will be done by appointment with the scheme staff.

Safety checks

We're required by law to complete certain checks in your home to keep you, your family and your home safe. This will include checks of gas supplies and smoke alarms, and safety surveys for asbestos or legionella. You may be putting your household and neighbours at risk if you don't keep the agreed appointments for these visits. We take this work extremely seriously and are committed to getting it done. To complete these safety checks we will make three attempts to gain access to your home, which we'll record. Where this fails we'll take legal action against you to gain access to complete the necessary work. You will be charged for the costs incurred in taking legal action.

What you can do

1. If you know that you won't be able to make an appointment, you need to contact the contractor directly, 24 hours before the appointment time, to rearrange the visit. You'll have been given a contact number to ring
2. If you're not in when our contractor calls you in advance to remind you of your appointment, they'll try to contact you by phone when they arrive. If that fails they'll leave a calling card asking you to make contact to rearrange the appointment. If the work is a repair or service that you've requested from us, we'll cancel the order if our contractor hasn't heard from you within five working days.
3. **If you miss an agreed appointment and we have evidence that the contractor attended within your agreed time slot, we'll recharge you £25.00. We expect this to be paid in full within 14 days.**

What our contractors will do

1. If our contractor misses an appointment, they'll contact you within 24 hours, apologise and make alternative arrangements with you
2. We'll compensate you for the inconvenience and will recover this cost from the contractor. The current level of compensation is £25.00 and this is reviewed occasionally
3. If a repair needs follow up work, the contractor will try to make a new appointment with you before they leave.

3 :: Managing missed appointments

Please contact our Customer Contact Team when appointments are missed so that we can record the problem and get it resolved.

We'll keep records of the number of missed appointments for all repairs, services and safety checks, so that we can highlight how much they are costing us and the impact of this. We'll publish this information on our website.

Please note: Our contractors are employed by us to work between 8.30am – 5.00pm, Monday to Friday. They will only be able to make appointments outside of these times for priority out of hours, emergency repairs.