



Your Homes
Newcastle



Repairs and maintenance

Service standards

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Repairs and maintenance service standards

This information is about asking for repairs to your home. If you need this in a different language phone 0191 278 8633. This information is also available in large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

Bengali

এই তথ্য হল আপনার ঘর বাড়া মেরামত করতে চাওয়া সম্বন্ধে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩

Chinese Simplified

这是有关要求维修您的住房的信息。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。

Chinese Traditional

這是關於如何要求維修您住房的信息。如果您需要此信息的廣東話版本或其它語言版本，請致電 0191 278 8633 索取。

Farsi

این اطلاعات درباره درخواست تعمیرات در خانه شماست. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.

French

Ces informations concernent les demandes de travaux pour votre logement. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.

Kurdish

ئەم زانیاریانە سەبارەت بە چۆنیەتی داخوایزی بۆ چاککردنەوهی خانووەکەتانە. ئەگەر حەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا ھەر زمانێکی دیکە ھەیە بە ژمارە تەلەفۆنی 0191 278 8633 پێوەندی بکەن.

Portuguese

Esta informação refere-se ao pedido de reparações em sua casa. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.

Spanish

Ésta es información sobre cómo pedir que se realicen reparaciones en su casa. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.

Russian

Информация о предоставлении помощи с ремонтными работами в Вашем доме. Если Вы нуждаетесь в этой информации <на русском> или другом языке звоните по тел. 0191 278 8633.

What is the Repairs and maintenance Service?

Our service manages all repairs and maintenance, repairs to empty properties, minor work and planned programmes of work for Newcastle City Council's housing. We aim to provide good quality repairs, and get them right first time!

We try our best to make appointments at times to suit you. It is important that you are at home for your repairs appointment. If you are not in when we call it costs our service money and we may charge you for this.

Why have service standards?

We have produced these service standards so that every tenant or possible service user is clear about the level of service they can expect to receive from us. We will review all service standards every two years and we will involve service users in this process. We will monitor all service standards and report the results to area boards every two months and in 'Homes + People', our newsletter for all tenants and service users.

We value our reputation as one of the best housing providers in the North East. We aim to deliver the best possible service as far as our resources allow us to. When we cannot meet your needs ourselves, we try to refer you to other sources of help.

This means that the service you receive will be:

- polite;
- fair and unbiased;
- confidential;
- efficient; and
- appropriate to any special need you may have.

When offering our services we will treat everyone equally no matter what their race, disability, sex, age, sexuality or religious beliefs.

What can I expect from the service?

- We will publish how you can report repairs in our tenant handbook and on our website.
- We will publish the repairs that are your responsibility. If you want us to carry out these repairs we will do so and charge you.
- We will make sure that all workers provide identification, have the skills they need to carry out your repair, use good quality materials, tidy up after all work we do and treat your home with respect.
- Wherever possible we will try to complete your repair as agreed with you. If, however, we have to cancel your repair or appointment we will contact you to rearrange it at a convenient time for you.
- We have an allowance scheme for you to make a claim if there is an unreasonable delay in carrying out your repairs.
- We will monitor the performance and quality of our repairs service.
- We will publish our performance figures at least every three months.

- We will keep a record of all complaints made about repairs and will make sure we pass them to the relevant person to investigate and reply.

Our service standards

- For emergency repairs we say we will carry out within four hours, we aim to carry out 99% of those repairs within that time.
- For urgent repairs we say we will carry out within three working days, we aim to carry out 98% of those repairs within that time.
- For repairs we say we will carry out within seven days, we aim to carry out 96% of those repairs within that time.
- For repairs we say we will carry out within 20 days, we aim to carry out 98% of those repairs within that time.
- We aim to complete at least 95% of repairs at the first visit whenever possible.
- We monitor how satisfied our customers are with the service and we aim to achieve at least 92% satisfaction.

Putting things right

We will always try to provide the best services that we can. However, if you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. If you are still not satisfied, please ask for our Compliments, Complaints and Comments leaflet which gives you details about how to complain. A senior manager will investigate your complaint and write to you within 10 working days.

Contact details

Technical and Maintenance Team
YHN House
Benton Park Rd
Newcastle upon Tyne
NE7 7LX

Phone: 0191 278 7738
Fax: 0191 278 8603
Minicom: 0191 278 7727
E-mail: yhn@yhn.org.uk
Website: www.yhn.org.uk



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