**Steve Biko Housing Association**

**Repair Appointments Process**

**Emergency Repairs (24 Hour Response Time)**

Tenants reporting emergency repairs will be advised that a contractor will contact them within an hour of receiving the works order. The tenant will be asked to confirm their telephone number.

North West Housing Services (NWHS) will instruct a contractor within one hour of receiving the repair report.

Within an hour of receiving the works order the contractor will contact the tenant to advise when they will attend (excepting heating related emergencies where the tenant will be advised that the contactor will attend within a 4 hours).

**Urgent Repairs (Three Working Days Response Time)**

Tenants reporting urgent repairs will be asked to confirm their telephone number and advised that a contractor will contact them “before this time tomorrow” to make an appointment (within 24 hours).

NWHS will instruct a contractor within an hour of receiving the repair report.

Within 24 hours of the original report, the contractor will telephone the tenant to make an appointment to attend (Attendance to be within three working days of the original report).

**Routine Repairs (21 Days Response Time)**

Tenants reporting routine repairs will be asked to confirm their telephone number and advised that a contractor will contact them within seven days to make an appointment.

NWHS will instruct a contractor within two working days of receiving the repairs report.

Within seven days of the original report, the contractor will telephone the tenant to make an appointment to attend (Attendance to be within 21 days of the original report).

**Routine Repairs Requiring Pre-Inspection**

Tenants reporting repairs requiring a pre-inspection by NWHS will be asked to confirm their telephone number and where possible an inspection will be booked with the tenant during the initial call.

Where an appointment cannot be made with the tenant when the issue is first report, NWHS will contact the tenant within 3 days to make an appointment.

Following the pre-inspection, the inspecting officer will confirm the timescale for completion of the repair with the tenant (having regard to the timescales indicated above) and instruct a contractor within two working days of the inspection.