

Repairs and Maintenance

*maintaining
your home*



THE ACCORD GROUP



Repairs and Maintenance

This leaflet explains the Service Standard that you can expect from us when reporting a repair and when we carry out repairs and other maintenance to your home.

The Accord Group comprises 7 organisations which work together: Accord, Ashram, Caldmore and Moseley & District housing associations, bchs, Fry Housing Trust and Redditch Co-operative Homes. This leaflet applies to all of these organisations.



The way we work

We aim to **Put People First**, which means carrying out any repairs you report to the highest standards. We aim to deliver **Excellence Through Innovation** and will use new ways and technology to improve the service we provide. We want to **Make a Difference** and do things right the first time. We are **Committed to Communities** and making sure that homes in your neighbourhoods are well maintained.



We welcome your views and feedback.

You can contact us by phone, fax, email or letter on:

Tel: 0300 111 7000 **Fax:** 0121 358 9011

Email: customerfirst@accordgroup.org.uk

Customer First, Accord Group, 178 Birmingham Road,
West Bromwich, B70 6QG

*You can also contact the individual associations within the Accord Group directly and through our websites at **www.accordgroup.org.uk**. Individual offices addresses and opening hours are on the inside back cover of this leaflet.*



Our commitment to you

This leaflet explains how to report a repair, how we deliver the service and who is responsible for the work.

We make every effort to carry out the repairs you report to the highest standard. We provide a 24 hour service for emergency repairs, 365 days a year.

How do I report a repair?

You can contact us by telephone, in writing, by email or by calling at one of our offices or speaking to a member of staff on site.



Telephone

You can report a repair by telephone to your local office, or via our Customer First team on our repairs line on 0300 111 7000.



Email

You can report a repair through our website. Visit www.accordgroup.org.uk



Write

You can also write to us at Customer First 178 Birmingham Road, West Bromwich, B70 6QG, or to your local office.

The address and contact details of local offices are on the inside back page of this leaflet.

Our normal office hours are 9am to 5pm, Monday to Friday. If you live in one of our Care & Support schemes, you can contact any member of staff at the scheme.



When you report a repair, we will need to know:

- Your name and address
- A contact telephone number
- When we carry out the repair

Please have your Repairs Handbook to refer to when you call us.

If you report your repair online, by letter or in person, we will contact you to arrange an appointment time. If you find out later that you are not able to keep to the date or time agreed, please let us know and we will make a new appointment.

If you are out at the time of your appointment, the repair will be cancelled and we will charge you for the missed appointment.

How long will it take?

We will complete the repair as quickly as we can. As a guide we follow these timescales:

Emergency repair (attend within 2 hours and remedy emergency within 4 hours)

These are problems that are a health & safety risk and/or cause a real danger to either people or property. Examples include burst water pipes, no water or major electrical faults.

Urgent repair (within 7 calendar days)

These are problems that cause a significant inconvenience but are not a health & safety risk. Examples include minor leaks or no hot water.

Routine repair (within 31 calendar days)

These are problems that can be annoying but are not urgent. Examples include loose floor boards, replacing cracked sanitary ware or plaster defects.

Looking after your home is a two-way responsibility. We are responsible for most, but not all, repairs. You are responsible for keeping your home in good condition and reporting to us problems that occur as soon as

they happen. You are also responsible for making sure that no-one damages your home.

We are responsible for:

- **The structure & exterior**
Roof, chimney & chimney stacks, drains, gutters and external pipes, windows, walls, floors & ceilings
- **The interior**
Basins, sinks, baths, toilets, heating, water heating, gas, water and electricity supply equipment, electric wiring, gas & water pipes, water heaters, fireplaces, fitted fires and central heating
- **Communal areas**
Hallways, steps, lifts, landings, lighting, parking areas, boundary walls & fences

We are NOT responsible for:

- Painting and decorating the interior of your home
- Repairing any damage caused by you, your pets or anyone visiting your home
- Changing locks because you have lost the key
- Keeping the garden & exterior area around your home tidy

Who carries out the repair?

A contractor working on our behalf will carry out repair work needed in your home. You should ask them to show you proof of their identity (ID) before you let them into your home.

Code of Conduct

We have a Code of Conduct that sets out the behaviour required by those people carrying out work in your home. This includes how they should treat you and your property and that they must clean up after themselves.

SERVICE STANDARDS:

We will:

- Attend emergency repairs within 2 hours of your report. They will be completed within 4 hours of notification
- Complete urgent repairs within 7 calendar days of your report
- Complete routine repairs within 31 calendar days of your report
- Aim to complete 80% of jobs right the first time and in all cases we will notify you if there will be a delay due to the availability of parts
- We will operate an efficient, flexible and fair appointment system and ensure we keep appointments wherever possible

- Send you a text message the day before the repair appointment as a reminder
- Offer evening and Saturday morning appointments
- Ensure our contractors leave homes clean and tidy
- Ensure contractors are polite, wear uniforms and carry identification and name badges
- Carry out resident satisfaction surveys and publicise findings on our website and in newsletters



What if I am not happy?

We welcome feedback, good and not so good, on the services we deliver. It helps us put right any problems or improve the way we do things.

It also helps us compliment our people if they have delivered a good service. If you are happy, or unhappy, with the service you have received please tell us. We will give you details of our Compliments and Complaints policy and we will look into your comments and respond to you.

CONTACT DETAILS

Accord Group Central Services

178 Birmingham Road,
West Bromwich, B70 6QG

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Accord Housing Association

37 King Street, Darlaston
Walsall, WS10 8DE

T: 0300 111 7001

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Closed: 12.30pm – 1.30pm
on Wednesdays

Ashram Housing Association

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Ashram Coventry Office

4 Longford Road, Coventry, CV6 7AW

T: 0300 111 7000 and 02476 667 314

E: customerfirst@accordgroup.org.uk

Open: 9.30am – 4.30pm Tuesday
and Wednesday

GROUP WEBSITES:

www.accordgroup.org.uk

**Emergency Out of Hours calls
about Anti-social Behaviour
and Repairs can be made on
0300 111 7000**

bchs

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000 and
0121 764 3808

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Caldmore Area Housing Association

18 Caldmore Green, Caldmore
Walsall, WS1 3RL

T: 01922 614505

E: Info@caldmorehousing.co.uk

Open: 9am – 5pm Monday to Friday

Fry Housing Trust

43 Rowley Village, Rowley Regis
West Midlands, B65 9AS

T: 0121 559 6406

E: admin@fryha.org.uk

Open: 9am – 4.30pm
Monday to Friday

Moseley & District Housing Association

106 Alcester Road, Moseley
Birmingham, B13 8EF

T: 0121 442 5000

Textphone: 07900 912728

E: frontdesk@moseleyha.org.uk

Open: 9am – 4pm Monday,
Wednesday and Friday and 9am –
1pm Tuesday and Thursday

Redditch Co-op Homes

Britten House, Britten Street
Redditch, B97 6HD

T: 01527 591 170

E: hazel@rch.coop

Open: 10am – 4.30pm
Monday to Friday

Do you need this document in another language or format? Tick the box next to the language you need and send it to the address below. This leaflet is also available in Large print, Braille, Audio and EasyRead formats. **This leaflet is about Repairs and Maintenance.**

Arabic

هل تريد هذه الوثيقة بلغة أو بصيغة أخرى؟ ضع علامة في المربع المجاور للغة أو الصيغة التي تريد ثم أرسلها للعنوان المذكور في الأسفل:
يتحدث هذا الكتيب عن الإصلاحات

Bengali

আপনি কি এই কাগজটি কি অন্য কোনো ভাষায় বা ফরম্যাটে আপনার চান? যে ভাষায় বা ফরম্যাটে আপনি এটা চান তার পাশের বাক্সে টিক চিহ্ন দিন এবং নীচের ঠিকানায় এটা পাঠিয়ে দিন।
এই লিফলেটটি মেরামত সংক্রান্ত

Gujarati

આ ઇસતાવીજ તમને બિજિ બોલી મા યા ચોપડી મા જુ વે ?
તમે ટીક કરો બોલી મા યા ચોપડી મા તમુ ને જુવે નીચે અદદરેસ પર મોકલો
આ કાગરયુ સુઘર વુ સારુ છે

Hindi

क्या आपको इस दस्तावेज़ की जरूरत किसी दूसरी भाषा या फॉर्मट में है? अपनी जरूरत की भाषा या फॉर्मट के आगे वाले बॉक्स पर सही लगाएँ और नीचे दिए गए पते पर भेजें।
यह पुस्तिका मुरम्मत के बारे में है।

Polish

Czy potrzebują Państwo niniejszy dokument w innym języku lub formacie? Jeśli tak, prosimy o postawienie haczyka w okienku obok danego języka lub formatu i odesłanie dokumentu na poniższy adres.
Niniejsza ulotka dotyczy napraw i remontów

Punjabi

ਕੀ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ? ਲੋੜੀਂਦੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੇ ਸਾਹਮਣੇ ਵਾਲੇ ਖ਼ਾਨੇ ਵਿਚ ਟਿੱਕ ਲਗਾ ਕੇ ਹੇਠਲੇ ਸਰਨਾਵੇਂ ਤੇ ਵਾਪਸ ਭੇਜੋ ਜੀ।
ਇਹ ਪਰਚਾ ਮੁਰੰਮਤਾਂ ਸਬੰਧੀ ਹੈ

Slovak

Potrebuje tento dokument v inom jazyku alebo formáte?
Označte políčko s jazykom alebo formátom, ktorý potrebujete, a zašlite na nižšie uvedenú adresu.
Tento leták je o Opravách

Somali

Miyaad dhokomentigan ugu baahan tahay af kale ama qaab kale? Calaamadee sanduuqa ku xiga afka ama qaabka aad rabto oo ku soo dir cinwaanka hoose.
Xaashidan waxay ku sa'absan tahay Dayactirka.

Urdu

کیا آپ کو یہ دستاویز کسی دوسری زبان یا نمونے میں چاہیے؟ اس زبان یا نمونے کے خانے کے آگے نشان لگائیں جو آپ کو چاہیے اور اسے نیچے دینے کے پتہ پر بھیج دیں۔
یہ معلوماتی پرچہ مرمت کے کاموں سے متعلق ہے



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