Repairs

This leaflet explains how to report a repair, how Accord delivers the service and who is responsible for the work.
How do I report a repair?

There are six ways you can report a repair:

1. Call our Customer First team on 0300 111 7000.
2. Visit accordgroup.org.uk or your housing association’s website and log on to your Customer Account.
3. Email us at customerfirst@accordgroup.org.uk
4. Write to us at:
   
   Customer First  
   Accord Housing Association  
   178 Birmingham Road  
   West Bromwich  
   B70 6QG  
   
   or to your local office.
5. Visit us. Call into your local office and report a repair in person.
6. Speak to someone on-site. If you live in one of our care and support schemes, you can contact any member of staff at the scheme.

We provide a 24-hour service for emergency repairs, 365 days a year.

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

- Your name and address
- A contact telephone number
- A detailed description of the repair i.e. what needs repairing and where the repair is
- The times when it is convenient for us to carry out the repair.

We will provide you with a repair appointment when you contact us by phone. If you choose to 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 carry out the repair as soon as we can, depending on what the problem is. Emergency repairs will be attended to within four hours on average. These are repairs which pose an immediate health and safety risk and/or a risk to people and/or property. We will aim to get a contractor out to you as soon as possible to deal with the emergency. For example if you have a major leak, work will be carried out to stop the leak. It may then be necessary to book an appointment to carry out further work.

Non-emergency repairs
These are all other repairs such as minor leaks, no hot water, loose floorboards and plaster defects. For these repairs we will arrange a suitably convenient appointment for a contractor to attend and carry out the work required.

Rechargeable repairs
You will be recharged if the Accord has to carry out repairs which are your responsibility or for repairs which are necessary due to damage or vandalism.

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 (an ID badge) 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.
Our commitment

We will:

- Attend emergency repairs within four hours of your report
- Aim to complete four out of five jobs on the first visit and in all cases we will notify you if there will be a delay, explaining why and book a follow-up appointment
- Operate a fair appointment system and ensure we offer an appointment that suits you. This includes weekends and evenings where possible
- Send you a text message the day before the repair appointment as a reminder
- Offer evening and Saturday morning appointments where there is a need (for example, if your working hours mean you are not available in the week)
- Ensure our contractors leave your home clean and tidy
- Ensure our contractors are polite, wear uniforms and carry identification and name badges
- Carry out customer satisfaction surveys and publicise findings on our website and in newsletters.

What if you are not happy?

We welcome feedback, good and not so good, on the services that 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.

Monitoring how we are doing

We will publish details of our performance in our newsletters, annual reports and on our website.
Whose responsibility is the repair?

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 and exterior**
  Roof, chimney and chimney stacks, drains, gutters and external pipes, windows, walls, floors and ceilings.

- **The interior**
  Basins, sinks, baths, toilets, heating, water heating, gas, water and electricity supply equipment, electric wiring, gas and water pipes, water heaters, fireplaces, fitted fires and central heating.

- **Communal areas**
  Hallways, steps, lifts, landings, lighting and parking areas. Work to fencing and boundary walls may be batched and carried out on a planned programme.

Examples of repairs you are responsible for include:

- 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 and exterior area around your home tidy
- Unblocking sinks and drainage pipes caused by inappropriate waste
- Contacting pest control.
Do you need this document in another language or format?

Tick the box next to the language or format you need and send it to the address below. This leaflet is also available in large print, Braille, audio and EasyRead formats.

☐ Arabic

هل تريد هذه الوثيقة بلغة أخرى؟ ضع علامة في المربع المجاور للغة أو الصيغة التي تريد ثم أرسلها للعنوان المذكور في مقدمة هذه الرسالة:

☐ Bengali

আপনি কি এই কাগজটি অন্য কোনো ভাষায় বা ফরমাটে চান? যে ভাষায় বা ফরমাটে আপনি এটা চান তার পাশের বাছে ঠিক ঠিক নিন এবং এই ঠিকাদার সানে ফেনা ঠিকানায় ভা পাঠিয়ে দিন।

☐ Gujarati

આ દર્શાવણિ તમારું બોધ મા પણ શું છે? સૌથી ટીકમી કરી સૌથી શું છે? અફ પોઝિશન પર મોડર્ડ આ કાગળ ના ભાગી પર કેબો છે.

☐ Hindi

क्या आपको इस दर्शावज़ की ज़रुरत किसी अन्य भाषा या फार्मेट में है? अपनी ज़रुरत की भाषा या फार्मेट के आगे वाले बॉक्स पर सही लगाएँ और पत्र के आगे दिए गए पत्र पर भेजें.

☐ Polish

Czy potrzebujecie 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 adres podany na pierwszej stronie niniejszego pisma.

☐ Punjabi

ਤੁਹਾਣੇ ਕਿਹਾ ਹੋਏਂ ਇਸ ਦਸਤਕਾਰੀ ਵਿਚ ਇਸ ਦਾ ਬਾਲਨ ਕਿਹਾ ਨਹੀਂ ਕਿਹਾ ਫਾਲ ਹੈ? ਸੈਲੋਰਦਿ ਬਾਜ਼ੇ ਨਹੀਂ ਕਿਹਾ ਦੇ ਮਾਲੇ ਦੇ ਅਤੇ ਕਿਹਾ ਟਿਭ ਲਗਾਵ ਤੇ ਬਾਈਡਰ ਦੇ ਅਪੇ ਦੇਤੇ ਜਾਂਦੇ ਹੋਏ?

☐ Slovak

Potrebujete tento dokument v inom jazyku alebo formáte? Oznáčte políčko s jazykom alebo formátom, ktorý potrebujete, a zašlite na adresu uvedenú na prednej strane tohto dopisu.

☐ Somali

Miyaad dhokometigan ku rabtaa af ama qaab kale? Sax ku dhufo sanduuniga ku ag yaal afka ama qaabka aad rabto oo ku soo dir cinwaanka ku yaal xagga hore ee waraaqdan.

☐ Urdu

کیا آپ کوئی دستاپویز کسی دوسری زبان میں چاہتے ہیں؟ اس زبان کو آپ کے خاکے کے کرگھے لگائیں۔

 ngaان لی جواپ کوچارپے اور اس خط کے شروع میں دیں کہ آپ بہتر میں پیش کرتے ہیں.

☐ Large print ☐ Audio ☐ Braille ☐ EasyRead

Accord Housing Association, 178 Birmingham Road, West Bromwich, B70 6QG
Telephone: 0300 111 7000
Email: customerfirst@accordgroup.org.uk

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