

Housing repairs.

The standard you can expect from us.

We ensure properties are well maintained and kept in good and safe repair, watertight and weatherproof, safe and secure. We are committed to delivering an effective, efficient and professional repairs service. We aim to deliver the highest standards of workmanship, whilst maintaining value for money and high levels of customer satisfaction. This standard refers to existing elements of your home.



Reporting a repair

- Make it easy for you to report a repair on the phone or via our website (routine repairs only).
- Provide a Customer Service team to handle all repairs calls, available between 8.30am and 5pm weekdays, and arrange appointments at the first point of contact.
- Provide a 24/7 telephone response service to report a repair all year round.
- Provide a fair and equal repairs service to all customers, including a tailored service for those with specific needs.
- Always treat you with dignity and respect.
- Keep you informed about anything significant which affects your home and ensure you are consulted about major decisions which affect you.
- Provide a feedback and complaints service so you have a voice if you think we have got it wrong.
- Keep your personal information secure, and use it to provide personalised services in response to your individual needs and preferences.
- Offer you an inspection if a repair diagnosis isn't possible based on the information you provide. Any necessary works will be raised following the visit in line with this standard.



Appointments and response times

- Prioritise repairs depending on their seriousness, impact it will have on the household and potential damage to the property.
- Split repairs into three categories:
Emergency (same day)
Routine (within 21 calendar days)
Major (within 50 calendar days).

- Offer you a mutually convenient time to come to your home and complete works.
- For routine repairs offer one of the following time slots:

AM appointment –
Monday to Friday 8.00am – 12noon,

PM appointment –
Monday to Thursday 12noon – 4.30pm,

PM appointment –
Friday 12noon – 3.30pm,

All day appointment – 8.00am – 4.30pm
(except Fridays 3.30pm)

School run appointment – (Monday to Friday)
9.30am – 2.45pm

- Send you three appointment reminders by text message.
- Call you when we are on our way to your appointment.
- Aim to complete work on the first visit where possible.



Emergency repairs

- A defect or fault which puts the health, safety or security of an occupier at immediate risk or potential to cause harm to the structure of the property.

Emergency repairs are:

- Total failure of the electricity lighting and/or power.
- Activated smoke alarm.
- Complete failure of heating or hot water to a property during 31st October–1st May.
- Overflowing drains or blocked toilets.
- Major leaks, which are un-controllable and cannot be contained.

- Board up an unsafe broken window or door.
- Locked out of property (first lockout free of charge. Charges will apply thereafter) and lighting to communal stairways and corridors if dangerous.
- Attend and make safe emergency repairs the same day.
- Book any follow on repairs as routine repairs.



Routine repairs

- A repair that does not cause an immediate risk to your health, safety or security or harm the structure of your property. It is reasonable that you can live with the defect for a period without a significant risk to your health or wellbeing.
- Complete routine repairs within 21 calendar days, with some prioritised for an earlier completion within seven days.
- Complete routine repairs at a time convenient for you and our team's availability.
- Leave your home in a clean, safe and secure condition.



Major repairs

- One off larger repairs that do not cause an immediate risk to your health, safety or security or harm the structure of your property. These can be grouped together to form programmes in order to deliver value for money, for example external pathways or (non-boundary) fencing replacements.



Tenant responsibilities

- All gardening maintenance including dustbins and refuse areas where applicable.
- Boundary fencing between gardens (other than chain-link fencing and privacy panel and fencing in Lightmoor and Lawley).
- Sheds (unless funded by BVT).
- Keeping gully grids clear.
- Household infestations (ants, wasps, bees, cockroaches, mice, fleas, rats or bedbugs (unless included in the service charge) making good will be carried out by BVT upon request.
- House keys.
- Replacing clothes lines, posts and rotary driers (except in communal drying areas).
- Replacing or repairing water butts.
- Any personally-added home improvements (Inc. electrical).
- Resetting electrical trip switches where accessible.
- Replacing light bulbs and fluorescent tubes (excluding design for life LED fittings).

- Replacing fuses to plugs on appliances.
- Cleaning extractor fan vents.
- Telephone points, TV aerials and sockets (unless communal).
- Reattaching light pull cords.
- Reporting the smell of gas to the National Gas Emergency number immediately on 0800 111 999.
- Re-lighting pilot lights.
- Bleeding radiators.
- Re-pressuring the boiler (including the resetting of any heating controls or programmers).
- Unblocking minor internal blockages to basins, sink, bath, toilets, washing machines, dishwashers.
- Replacing or repairing chains and plugs to sinks, basins and baths.
- Fitting or replacing external door numbers (in-line with the BVT design guide) door knockers and bells (do not drill into PVCu material).
- Repairing or replacing broken glazing (unless you are a victim of crime and a crime number supplied).
- Decoration (except if detailed in your tenancy agreement).
- Domestic appliances (such as cookers, fridges, washing machines, dishwashers).
- Floor covering unless in kitchen or bathroom.
- Shower curtains.
- Repairing or replacing toilet seats.
- General fixtures and fittings (such as coat hooks, curtains, curtain rails).

We will not complete repairs due to your neglect, willful or accidental damage caused by yourself, family members, visitors or pets.

How can you help us?

- Ensure there is an adult present for the appointment.
- Provide a safe and smoke-free working environment.



How will we make sure we are doing what we say?

We set and monitor targets to test how well we deliver the service to you. We will monitor:

- Customer satisfaction.
- Average length of time taken to complete emergency repairs.
- Average length of time taken to complete routine repairs.
- Average length of time taken to complete major repairs.
- Appointments kept as a percentage of appointments made for all non-emergency jobs.
- Percentage of repairs completed right first time.
- Average cost of a repair.

Upon completion of every job, you will be asked to complete a confidential tenant satisfaction form on an operative's handheld device. The operative will not be able to read this after you have completed it.



How will we share how we are doing with you?

- Listen to your feedback and ask for your views to help us improve our service.
- Share data about our performance every year in our annual report, which is available to read on our website www.bvt.org.uk or you can request a paper copy.



enquiries@bvt.org.uk



Customer Services: 0300 333 6540



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