

## SERVICE STANDARDS

### What you can expect from our REPAIRS AND MAINTENANCE SERVICE

#### *We Will:-*



Make an appointment with you and turn up on time when we need to get into your home.



Complete the repair to a high standard and in line with our published priority timescales.



Keep you informed if the repair cannot be completed during the first visit.



Make sure that we and our contractors treat you and your home with respect, leaving it clean and tidy after our visit.

**To report a repair telephone: 0800 1300 365**

*24hrs a day, 7 days a week.*

**Or email: [info@sevenlockshousing.co.uk](mailto:info@sevenlockshousing.co.uk)**

**Deborah Bennett**  
Executive Director

**Sarah Conway**  
Chair of the Board

**Dated 11th January 2010**