

# WAVERLEY HOUSING CUSTOMER SERVICE STANDARDS



## RESPONSIVE REPAIRS

Waverley Housing believes that the quality of its responsive repairs service should be of the highest standard. This is considered essential not only to ensure the satisfaction of its tenants but also to protect the value of its housing stock.

### We will:

- Clearly identify repairs responsibilities and make this available to our tenants through the Tenants Handbook.
- Respond to all repairs which are our responsibility in accordance with the following priorities:

Emergency *“those repairs that are the landlord’s responsibility and if left unattended would constitute a danger to life or limb or property.”*

Urgent *“those repairs that if left unattended for a lengthy period would unacceptably infringe or interfere with the normal occupancy and use of the property and would cause an adverse effect on the fabric of the building.”*

Routine *“those repairs that can reasonably wait a short period of time to be addressed more cost effectively, without causing significant inconvenience to the tenant.”*

- Complete repairs in each category in accordance with the following target timescales:

Emergency:- respond to and make safe within 4 Hours

Urgent:- within 3 working days.

Routine:- within 15 working days

- Comply with our statutory requirement in respect of the Scottish Secure Tenants (Right to Repair) Regulations 2002.
- Prioritise and complete qualifying repairs, as defined by the Right to Repair Regulations, in accordance with the statutory timescales.
- Compensate tenants for failure to complete repairs within the timescales set out for each category either in accordance with the statutory scheme or Waverley Housing’s own scheme, subject to exclusions and limitations set out in the Compensation Scheme Policy (copies available on request).

This document is also available in other languages, large print, and audio format upon request.

(Russian)

Настоящий документ по отдельному запросу можно получить в переводе на другие языки, напечатанным крупным шрифтом или на аудиокассете.

(Polish)

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

(Czech)

Tento dokument je na vyžádání k dispozici také v jiných jazycích, ve velkém tištěném formátu a zvukovém formátu.

(Portuguese)

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

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