



Response Repairs Local Offer (Service Standard)

This is our promise to customers on the local offer we will deliver

Everyone at North Devon Homes is committed to “working together to create communities where people want to live”. To ensure that we do this for you we have created a set of values for ourselves.

One of our values is to “Be reliable, honest and accountable in all that we do”. The standard below sets out how we intend to deliver this.

We will:

- Indicate at the time of reporting a repair when you can expect the repair to be attended to:
 - emergency repairs within **24 hours**
 - urgent repairs within **7 calendar days**
 - routine repairs within **28 calendar days**.
- Provide a 24 hour service for repairs which are an EMERGENCY outside of office hours.
- Make it easy for you to report a repair by providing a range of convenient methods.
- Give you opportunities to influence, change and improve the service through our C90 and Scrutiny co-design groups, local conversations and surveys.
- Ask you to tell us how satisfied you are with our service and where it falls short.
- Investigate and respond to all complaints within our published timescales.
- Ensure all our staff and contractors follow our Code of Conduct.

We will make sure we deliver our promises by:

- Auditing a minimum 10% of all completed repairs which equates to approximately 900 per year.
- Comparing ourselves against other similar organisations.
- Publishing our performance information regularly.
- Our service offer will be reviewed through our C90 panel on a quarterly basis.

You can find out about our performance:

- In our annual performance report to customers
- On our website www.ndh-ltd.co.uk
- In our bi-annual newsletter
- By joining our groups of engaged customers

If you would like to make any comments, complaints or suggestions relating to any of our local offers, please get in touch on: 01271 312500 or email: enquiries@ndh-ltd.co.uk.

We'd love to hear from you.