

AMBER HOUSING REPAIRS & MAINTENANCE SERVICE STANDARDS

Amber Housing will provide an efficient, cost effective and responsive maintenance & repairs service that is sensitive to the needs of the people who use our services and the nature of the housing accommodation provided by us or that which we manage on behalf of other landlords.

Amber Housing is committed to meeting all its responsibilities and legal obligations and strive to complete repairs within priority timescales.

Priority 1 Emergency Repairs 95% of attended within 4 hours, make safe and complete within 24 hours	Priority 2 Urgent Repairs 95% attended within 24 hours and complete within 7 days	Priority 3 Non-Urgent Routine Repairs 95% completed within 28 days
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We will achieve these standards by:

- Tenants and their support staff with the ability to report repairs easily 24/7
- Employing quality, qualified and well trained staff and having in place effective management systems and processes
- Providing accessible and efficient methods for tenants and staff to report the need for a repair
- Working only with quality contractors that have a reputation for providing a quality product or service
- Managing our contractors and ensuring they understand the uniqueness of the people we support so that they can tailor their response when attending repairs accordingly
- Having planned programmes in place for preventative maintenance reducing the instances of equipment breakdown and general repairs