

Non-Housing Repairs Service Standards

Non-Housing Repair Team exist to carry out day-to-day repairs and general maintenance/ refurbishment works on WLC premises. This consists of buildings such as, schools, community centres, office blocks, care homes, commercial units, libraries and theatres.

We have created a set of standards to ensure that any of our Customers dealing with non-housing repair team can know exactly what level of service we aim to provide

Overall Service Standards

- ⌘ We will continue to gauge our customer's perceptions by conducting sample post inspection reviews and feedback the results on a bi-monthly basis. Target sample 120 per annum
- ⌘ We aim for excellent customer satisfaction levels and have targets of greater than 92% of our customers to be 'satisfied' or 'more than satisfied'
- ⌘ Should any of our customers be dissatisfied, we will offer to meet with them within 5 working days
- ⌘ We will continue to meet with our key partner on a weekly basis and more during peak work schedules
- ⌘ We will continue to offer an 'out of hours' service providing 24-hour emergency service
- ⌘ We aim to complete repairs and leave the place of work in a clean and tidy condition with 95% of our customer being satisfied or more than satisfied with this
- ⌘ We aim to carry out our work whilst complying with all our regulatory bodies standards.

Contract Work

- ⌘ All major contracts in the range of £30,000 - £500,000, or where Construction (Design and Management) Regulations 2007 apply, will be explained through our pre contract procedure
- ⌘ We offer a post contract meeting within 7 days of the client taking possession of the project.
- ⌘ All contracts with a value of more than £500,000 will be tendered in accordance with the Competitive Tendering Process. And will be amended in the event of any change to government/corporate policy.

Day-to-Day Repairs - Less than a value of £750

- ⌘ We will respond to 80% of repair requests within the timescales agreed as per the details of Contractor Plus

Minor Contract Works / Improvements

- ⌘ All work will be carried out within the pre-arranged timescale or program

For further Information on our Service Standards and for more about our service, you can visit our Intranet site at <http://128.11.0.5/cshousing/Building Services/index.htm>