

# Responsive Repairs – Service Standards

## What you can expect from Council Housing

This summary sets out the minimum level of service you can expect from Lancaster City Council's Repairs and Maintenance Team. We are committed to providing an excellent, responsive, and resident focused repairs and maintenance service that meets our tenants needs.

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### WE WILL:

- ACCESS TO REPAIRS**  
You can report your repairs to us by telephone, in writing, in person or via the Internet.
- KEEPING YOU INFORMED**  
We will let you know when the repairs will be carried out by our operatives.
- TIME-SCALES**  
We will complete repairs within the following timescales:
  - Emergency repairs within 24 hours
  - Urgent repairs within 7 working days
  - Routine repairs within 20 working days.
- CONFIRMATION**  
We will send you a receipt confirming your job reference number and a contact number if you would like to enquire when your repair will be undertaken.
- CONTRACTORS**  
If your repair requires an external contractor, we will tell you the contractors company name and contact details.
- APPOINTMENTS**  
We will offer an appointment for internal and some external repairs wherever it is possible to do so.
- YEAR ROUND EMERGENCY COVER**  
We will provide an emergency repairs service 24 hours/day, 365 days a year.
- IF YOU ARE NOT IN**  
We will leave a calling card if you are out when we call. If you were provided with an appointment and you are not at home your repair will be cancelled. If no appointment was made, we will call you to rearrange for the next available appointment slot.
- INSPECTIONS**  
If we have to carry out an inspection before we order a repair, we aim to undertake this within 10 working days.
- CLEAN AND TIDY**  
When we have finished a repair, we will leave your home clean and tidy.



**OUR CONDUCT**

All our representatives will abide by our code of conduct. They will always carry identification and introduce themselves before entering your home

**RIGHT FIRST TIME**

Wherever possible we will try to complete the job on the first visit and check with you to ensure the repair has been completed to your satisfaction.

**LEGAL COMPLIANCE**

Our repairs service will always comply with all the requirements of the law.

## REASONABLE ADJUSTMENTS

If you would like this document produced in your own language, in braille, large print or audio, please let us know by contacting council housing through any of the contacts below.

## DISSATISFACTION

We welcome all feedback from tenants. If you do not feel that we are meeting the standards set out, please let us know through any of the contacts below.

## CONTACTS US

**Telephone:** 01524 582929

**Email:** [chreception@lancaster.gov.uk](mailto:chreception@lancaster.gov.uk)

**Facebook:** /LanCityHousing

**Address:** Customer Service Centre, Town Hall, Dalton Square, Lancaster, LA1 1PJ

