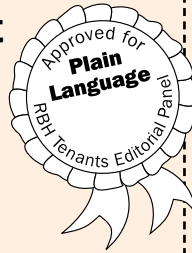


Complaints

The simplest way to sort out a problem is to discuss it with the staff concerned, either face to face or on the telephone. Many problems can be quickly resolved this way. If you are not happy with the response then our complaints procedure will help us deal efficiently and effectively with your complaint. See our leaflet 'Complaints' for more information. You can make a complaint by:

- completing the complaint form that accompanies the complaints leaflet
- writing to your local housing office or Rochdale Boroughwide Housing's headquarters
- telephoning your local housing office or our complaints line on 0845 123 5628
- e-mailing rbh.policy@rbhousing.org.uk
- completing our on-line complaints form at www.rbhousing.org.uk

This document is available on request in large print, Braille, Bangla, Urdu, audio tape or on computer disk from the Housing Equality Team on (01706) 273790/273791.



یہ دستاویز درخواست کیے جانے پر بڑے حروف، بریل سسٹم، ہنگامہ اور اردو زبانوں، آڈیو ٹیپ یا کمپیوٹر ڈسک پر ہاؤسنگ ایکوالٹی ٹیم سے ٹیلی فون نمبر (01706) 273790 پر رابطہ قائم کر کے حاصل کی جاسکتی ہے۔

এই দলিলটি (ডকুমেন্ট) হাউজিং ইকোয়ালিটি টিমের নিকট হইতে বড় ছাপার অক্ষরে, ব্রেইল (অন্ধদের জন্য বিশেষভাবে নির্মিত) অক্ষরে, বাংলায়, উর্দুতে, ক্যাসেটে অথবা কম্পিউটার ডিস্কে (01706) 273791 নম্বরে ফোন করিয়া সংগ্রহ করিতে পারেন।

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Repairs

Our Service Standards

This leaflet sets out what you can expect from our repairs service. It tells you about our service standards and how you can help us to deliver the service promised.



OUR PROMISE TO YOU

- We will provide information on the repairs service:
 - in your tenants handbook
 - on our website at www.rbhousing.org.uk
 - in your tenant repair manual which is a simple to follow guide to help you correctly identify faults so that you can report repairs accurately
 - From your housing officer or at any local housing office or council customer service centre



Reporting your repairs

- We will offer a range of ways to report repairs to make it convenient for you to contact us:
 - on-line at www.rbhousing.org.uk
 - by phoning the Repairs Call Centre on 0845 076 3636 at any time.
 - by phoning the Repairs Call Centre on the freephone available in your local housing office
 - by e-mail to rbh.repairs@rbhousing.org.uk
 - by contacting your local housing office
- If we need access to your home we will offer you an appointment for all priority 2 and 3 repairs and for repairs that need to be inspected before they can be carried out. Appointments will be for either morning or afternoon on a specified date.
- We will tell you what priority category your repair falls into and the target date for completion.
- We will send you a written confirmation for priority 2, 3 and 4 repairs that will also confirm any appointment details.
- If a repair is needed because you have neglected your home, deliberately damaged it, or due to criminal damage where you have not obtained a crime reference number from the police, we will charge you for the cost of the repair. We will let you know if we are going to charge you for the work and explain the reason why. We will ask you to sign to say that you agree to pay for the repair before it is carried out.
- If you call out the emergency out of hours service and the repair is not an emergency or access is not available we will charge you a minimum fee of £30.



Prioritising your repairs

- We give all repairs reported to us one of the following priorities:

Priority 0

These are emergency repairs reported outside normal office hours to avoid serious health and safety problems or prevent serious structural damage to your home. This service is to make your home safe.

Occasionally we may be able to carry out a full repair, but where this is not possible the follow-up repair will be re-prioritised once the emergency has been dealt with. Priority 0 repairs include:

- Complete loss of power or lighting
- uncontrollable burst pipes

Priority 1

These are emergency repairs, which we will respond to within 24 hours of them being reported. Priority 1 repairs include:

- Partial loss of power or lighting
- total loss of heating
- Leaking roof or plumbing leading to severe water penetration
- no hot water
- Boarding up broken windows
- Lock changes

Priority 2

These are urgent repairs. We will carry out these repairs within five working days. Priority 2 repairs include:

- Non-emergency electrical repairs
- Minor leaks
- Reglazing (single glazed units only)

Priority 3

These are non-urgent repairs. We will carry out these repairs within 30 working days. Priority 3 repairs include:

- Repairing internal doors
- reglazing (double glazed units only)

Priority 4

These are non-urgent works that we can batch together to achieve better value for money. We will complete this type of repair within 12 months. Priority 4 repairs include:

- Replacing rotting windows and doors
- Replacing fencing

Carrying out your repairs

- The right to repair applies to certain small, urgent repairs. If we do not carry out such a repair on time you can ask us to instruct a second contractor, who must complete the repairs within a second agreed period. If the second contractor fails to carry out the repair on time we will pay compensation. You will be notified if yours is a 'right to repair' repair when you report it.
- We aim to keep all the appointments we make.
- If you are not at home when we call to complete the repair we will leave a card advising you to contact us to rearrange the appointment. We will cancel the repair if you do not contact us within 2 working days.
- We will ensure that operatives are easily identifiable through their uniform, vehicles and their identification badge, which they will show you on arrival at your home.

- We will carry out an annual check of gas appliances and smoke alarms to ensure they are working efficiently and safely. We will let you know when we are going to call and you will be given a safety certificate on completion of the servicing.
- We will take care of your property and possessions and protect them from damage, dust, paint etc.
- We will keep your home secure at all times whilst working there.
- We will keep safe all materials and equipment used on site and avoid danger to you and your visitors.
- We will reconnect and test all services such as water, gas and electricity as soon as possible and wherever practicable at the end of the working day.
- If required, we will provide portable heaters if your central heating breaks down and it cannot be repaired the same day.
- We will clear any repair rubbish from inside your home as soon as possible and in any case at the end of each working day.
- We will remove any repair rubbish and debris from outside your home within one working day.
- We will carry out inspections on 10% of all completed repairs to make sure the work has been done properly.
- We will assess customer satisfaction with the repairs service by mailing out a survey to 20% of tenants who have had works completed each week. We will also carry out a telephone survey of tenants who have had works completed each week.
- We will leave a customer satisfaction card at your home when we carry out a gas service.



YOUR RESPONSIBILITIES

- You should report any repairs or faults as soon as possible. When you report a repair it will help us if you:
 - tell us what the problem is (Your tenant repair manual will help you to correctly identify what the problem is).
 - give us a number where we can contact you.
- You should keep any appointment you have made.
- You should provide access to your home for us to carry out annual safety checks and all necessary repairs. If you fail to do so it could result in us taking legal action to gain access and you may have to pay legal costs.
- If any damage is caused whilst work is being done in your home you must let us know immediately.
- You are responsible for repairing your own appliances such as cookers.
- You are responsible for replacing light bulbs and fuses.



HOW TO CONTACT US:

Rochdale Boroughwide Housing headquarters, The Old Post Office,
The Esplanade, Rochdale OL16 1AE

Main Switchboard: 0845 070 5170

Repairs Call Centre: 0845 076 3636

Complaints: 0845 123 5628

LOCAL HOUSING OFFICES

ROCHDALE NORTH

Bellshill Housing Office,

13-15 Bellshill Crescent,
Rochdale OL16 2TT
Telephone: (01706) 867092

Opening hours: Mon & Fri

9am – 12.30pm &

1.30pm - 4.30pm,

Tues & Thurs 9am – 12.30pm,

Wednesday - closed

Freehold Housing Office,

271 Olney, Freehold,
Rochdale OL11 4LQ
Telephone: (01706) 864063

Opening hours: Monday to Friday

9am – 12pm & 2pm - 4.30pm

Lower Falinge Housing Office,

236 Newstead, Lower Falinge,
Rochdale OL12 6RQ
Telephone: (01706) 642220

Opening hours: Monday to Friday

9am – 12pm & 2pm - 4.30pm

Rochdale Council Customer Service Centre:

Floor 2, Municipal Offices,
Smith Street,
Rochdale OL16 1LQ
Telephone: (01706) 647474

Opening hours: Monday to Friday

9am – 5pm

Smallbridge Housing Office,

Smallbridge Library, Stevenson
Square, Smallbridge,
Rochdale OL12 9SA
Telephone: (01706) 712855

Opening hours: Monday to

Friday 9am - 1pm &

2pm - 4.45pm except Tuesday

when closing time is 3.45pm and

Wednesday when the office is

closed

ROCHDALE SOUTH

Castleton Housing Office,

Castleton Community Centre,
Manchester Road, Castleton,
Rochdale OL11 3AF
Telephone: (01706) 867610

Opening hours: Monday to Friday

9am – 4.45pm except Tuesday

when closing time is 3.45pm

Kirkholt & Balderstone Housing Office / Council Customer Service Centre:

46 The Strand, kirkholt,
Rochdale OL12 2JG
Telephone: (01706) 354222

Opening hours: Monday to Friday

9am – 4.45pm except Tuesday

when closing time is 3.45pm

Newbold Housing Office,

Witley Road, Rochdale OL16 5HE
Telephone: (01706) 714460

Opening hours: Monday to Friday

9am – 4.45pm

except Tuesday when closing

time is 3.45pm

MIDDLETON

Hollin Housing Office,

21-23 Nowell Road, Hollin,
Middleton M24 6FN
Telephone: (0161) 655 3922

Opening hours: Monday to Friday

9am – 4.45pm except on a

Tuesday closing time is 3.45pm

Middleton Housing Office/ Council Customer Service Centre:

Council Offices,
Sadler Street, Middleton,
Manchester M24 5UJ
Telephone: (01706) 867120

Opening hours: Monday to Friday

9am – 4.45pm except Tuesday

when closing time is 3.45pm

HEYWOOD

Cedar Avenue Housing Office, 65/67 Cedar Avenue, Heywood OL10 4TU
Telephone: (01706) 364124
Opening Times: Monday to Friday
9am – 12.30pm

Heywood Housing Office / Council Customer Service Centre: Hind Hill Centre, Hind Hill Street, Heywood OL16 1AH
Telephone: (01706) 867373
Opening hours: Monday to Friday
9am – 5pm except Tuesday when closing time is 3.45pm

PENNINES

Littleborough & Wardle Housing Office / Council Customer Service Centre: Council Offices, Harehill Park, Littleborough OL15 9HF
Telephone: (01706) 378221
Opening hours: Monday to Friday
9am - 12.30pm &
1.30pm - 4.45pm except Tuesday when closing time is 3.45pm

Milnrow & Newhey Housing Office / Council Customer Service Centre: 82 Dale Street, Milnrow OL16 4HX
Telephone: (01706) 342559
Opening hours: Monday to Friday
9am - 12.30pm &
1.30pm - 4.45pm except Tuesday when closing time is 3.45pm

Repairs

Please complete this questionnaire to help us check out the service you have received against the standards in this leaflet and make sure we live up to our promises.

Are we meeting the standards in this leaflet? YES / NO

If No, please explain:

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How can we improve this service?

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Please hand this completed questionnaire into any of our local housing offices or any Council customer service centre.

Alternatively post to:

Business Reply Service Licence No R024, Rochdale Boroughwide Housing, Policy and Performance, PO Box 69, The Post Office, The Esplanade, Rochdale OL16 1BR (no stamp needed).