

Repairs and Maintenance Service Standards

We're here to help you feel safe, secure, and supported in your home - from day one and every day after.



What you can expect from us

Before you move in we'll fully inspect your home to make your home is safe, secure, and ready to welcome you.



After you move in we'll continue to keep your home in great shape, in line with your tenancy agreement.



We will:

- ✓ Ask you the right questions to make sure we're sending the right team.
- ✓ Be upfront about who's responsibility each repair is, as well as any costs.
- ✓ Aim to fix your repair on the first visit.
- ✓ Keep you informed throughout the process.
- ✓ Always carry photo ID.
- ✓ Treat you and your home with respect.
- ✓ Minimise any noise and disruption when we're carrying out repairs, where possible.
- ✓ Carry out regular safety checks and regulatory tests.



Types of repairs

We'll respond to **emergency repairs** and make your home safe within 24 hours. Emergency repairs include severe water leaks and loss of all power etc.

Routine repairs are usually scheduled and completed within 28 days. Some repairs may take longer or require more than one visit, but we'll keep you updated on progress and let you know about any delays

You can report repairs to us between 9am-5pm Monday to Friday (exc. bank holidays) by phoning **0113 386 1000** or emailing **hello@leedsfed.com**. If you need an **emergency repair** outside this time you can still call the number above and our out of hours team will pick this up.



Damp and mould (Awaab's Law)

We take damp and mould seriously. When we receive reports of damp and mould we will:

- Investigate **within 14 days**
- Start repairs **within 7 days** (if hazard found)
- Complete work **within 21 days** (and within 12 weeks for extensive works)



How we'll know we're getting things right

We will:

- ✓ Listen to your feedback from surveys, compliments and complaints. We use a proactive approach to review learning and use this to keep improving and evolving our service.

We also monitor our service through Tenant Satisfaction Measures (TSMs). Here's what we track:

- Homes that meet the Decent Homes Standard
- Emergency and non-emergency repairs completed on time
- Overall satisfaction with repairs
- Satisfaction with repair completion time
- Satisfaction that your home is well maintained
- Satisfaction that your home is safe and secure

Find out more about repairs at: <https://www.lfha.co.uk/repairs/>