

Responsive Repairs Service Offer

Our commitments to you

When dealing with us you can expect us to:

1. Offer you a freephone number to report a repair at any time
2. Make safe emergency and dangerous problems within 4 hours
3. Offer to make an appointment that is convenient for you
4. Carry out as many repairs as possible within 10 working days
5. Aim to fix your repair first time
6. Leave your home clean and tidy
7. Keep you informed about the progress of your repair
8. Follow up repairs to check they are of good quality
9. Report back to you on our performance
10. Use your feedback to continue to improve customer service

Right first time

We aim to complete your repair at the first appointment made with you or during additional visits agreed with you if it is a longer job.

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When we fall down on the commitments that we have made, we want to know:

- If this happens please contact another member of staff or our Customer Services Team on 0800 040 7989 or enquiries@originhousing.org.uk We will make things right for you as soon as possible when you do this.