



Cobalt Housing Repairs Standard

Lead Director: Director of Operations

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Cobalt Housing Repair Standards

Our repairs standards have been shared with our Homes and Neighbourhood Committee, Tenant Consultative Panel, Repairs forum, engagement platform and our Improving our Repairs Task and Finish Group, which is made up of Board members and customers.

These are the final standards, approved by colleagues, customers and contractors.

Please note; 'customer' refers to our tenants, leaseholders and shared owners.

Repair priorities and response times

All repairs are prioritised as either emergency, urgent or routine repairs. We have reviewed and agreed our response times to each:

- Emergency – attend within 4 hours (make safe) and complete within 24 hours
- Urgent - 5 working days
- Routine - 20 working days
- Planned - 50 working days

Emergency repairs

Emergency repairs include anything that will affect the safety or security of your home or could affect your health or the health of those living in or visiting your home.

We will attend all emergency repairs within 4 hours to make safe and will aim to complete the work within 24 hours.

Examples of emergency repairs include:

- A gas leak. If you smell gas, turn off your gas supply at the mains immediately. Switch off all appliances, open windows and doors and go outside. Do not light match or lighter or use mobile phones inside your home and do not turn on any lights or electrical switches. Call National Grid Emergency on 0800 111 999. Once you have called National Grid Emergency, call us on 0330 303 2222.
- A significant and uncontrollable water leak
- A total loss of heating
- A total loss of electrics
- Unsafe electrics, such as exposed wires, overheating switches or sockets, flickering lights that have been damaged by water
- Insecure external windows, doors or locks (we will attend within four hours to ensure your home is secure)
- Failure of fire alarm, smoke detector or carbon monoxide detector
- Blocked flue to a gas fire or boiler
- Serious roof leak (temporary repair only)
- Toilet cistern not flushing or blocked toilet pan where there is no other working toilet in the home or a blocked or leaking foul drain or soil stack
- Missing/broken drain covers
- Loose or detached banister or handrail or unsafe flooring or stair tread.

Urgent Repairs

Urgent repairs could result in the loss of a basic facility, or where further damage will be caused if the problem is not dealt with urgently.

We will aim to complete all urgent repairs within 5 working days.

Examples of urgent repairs include:

- A minor leak to the roof
- Partial loss of heating
- Leaking pipes/cylinders/storage tanks (not classed as an emergency)
- Damaged ball valve or tap
- Damaged toilet that is working and is not leaking, eg a cracked toilet pan
- Door entry phone system not working
- Mechanical extractor fan in kitchen or bathroom not working.

Routine Repairs

Routine repairs will not cause major inconvenience or damage to your home.

We will aim to complete all routine repairs within 20 working days.

Examples of routine repairs include:

- Damaged kitchen unit
- Damaged/leaking gutters or downpipe
- Blocked gutters
- Other electrical repairs (not classed as an emergency or urgent)
- Repairs to doors, windows, locks that do not pose a security risk
- Defective plumbing (not classed as an emergency or urgent)
- Re-glazing (not classed as an emergency or urgent)
- Damage to external gates or fences
- Faulty garage doors
- Damaged floor coverings
- Plastering or wall tiling
- Roof repairs (not classed as an emergency or urgent)
- Other non-urgent joinery work.

Planned Repairs

Planned repairs are repairs included in our investment programme or where the work involved is significant, complex and requires extensive planning and resource.

We may need to order parts or arrange for specialist engineers to visit your home. These repairs may take longer than the timescales outlined above. We will keep you informed of any potential delays and, where applicable, will put temporary measures in place, e.g. providing temporary heaters where there is a heating failure and we are waiting on parts for a new central heating system.

Planned repairs as part of our investment programme include:

- Full kitchen replacement
- Full bathroom replacement
- Window and door replacements
- Roof replacements
- Full heating system replacement
- Major structural works.

Damp and mould

If you report damp or mould to us, we will comply with the response timescales outlined within our Damp and Mould Policy.

We will arrange for a property inspection to be carried out within five working days.

Following this inspection, any damp or mould identified will be categorised by risk, taking into account the health and wellbeing implications of any vulnerable household members, such as young children or older people.

Risk category	Meaning	Timescales
Severe	There is serious and immediate risk to a person's health and safety	We will attend within 24 hours to make safe
Moderate	There is a moderate risk to a person's health and safety	We will attend within 10 working days
Slight	There is a slight risk to a person's health and safety	We will attend within 28 working days

Out of hours emergency repairs

We will carry out emergency repairs 24 hours a day, 365 days a year. All emergency repairs will be made safe within 4 hours. The out of hours service runs from:

- Monday to Friday between 5pm and 9am
- Saturday and Sunday from 5pm on Friday to 9am on Monday.

The out of hours service runs on all public holidays and during the Christmas and New Year closure.

Appointments

In order to deliver a high quality repairs service, we offer a range of appointments to suit our customer's needs:

	Morning	Afternoon	Evening	Weekends
Responsive Repairs	9am – 1pm	1pm – 5pm	5pm – 8pm	Sat 9am – 1pm
Reactive Gas Repairs	8am – 12 noon	12 noon – 5pm	5pm – 8pm	Sat 9am – 1pm

We offer morning and afternoon appointments as standard. However, if this is not suitable, you can ask for an evening or weekend appointment when you contact us. You can also let us know if you need to avoid visiting during the school run.

Surveyor appointments

Sometimes we may not be able to accurately diagnose the repair needed to your home. If this happens, we will arrange for a surveyor to visit your home within 5 working days of receipt of your repair request.

Vulnerable customers

If you have a specific need that means your repair has to be carried out sooner than the response times outlined above, please let us know when you raise your repair. We will take into account any support needs.

Data Protection

Cobalt Housing Limited is committed to protecting the privacy and security of your information.

Cobalt collects a wide variety of personal data about you to manage and facilitate the relationship we have with you. Some of that personal data will be sensitive data, for example about your health or criminal records. We only use this information where lawfully allowed to and in accordance with Cobalt's Privacy Policy, which is available on our website.

All personal information that we collect or are provided with will only be held and stored in accordance with our Privacy Policy and the UK General Data Protection Regulation (“UK GDPR”), the Data Protection Act 2018 and any other legislation relating to the protection of personal information (data protection laws).

Supporting documents

This repairs standard compliments the following existing policies already in place:

- [Responsive Repairs Policy](#)
- [Damp and Mould Policy](#)
- [Complaints and Discretionary Compensation Policy](#)

Our repairs offer

	Repairs offer	Measure
1	<p>We will offer an appointment and schedule the appropriate trade to do the work in line with our repair priorities. If we cannot diagnose the work required, we will offer an inspection appointment with a surveyor.</p> <p>We will schedule any necessary follow-up appointments before we leave your home in line with the appropriate priority for the works.</p>	100% of appointments offered at first contact
2	We aim to keep all appointments. However, if we are unable to keep the appointment, we will let you know in advance and agree another time with you.	90% appointments kept (or re-arranged appointment agreed)
3	We will aim to complete repairs on the day of the appointment.	80% right first time
4	If we cannot finish the repair during the appointment, we will let you know why and schedule a follow-up appointment before we leave your home. We aim to offer an appointment within 5 working days but if it is a larger job or if we need to order parts, this may take longer and will be scheduled in accordance with our repair priorities. We will keep you updated throughout if this is the case	<p>100% of follow up visit dates agreed while on site</p> <p>80% of follow on jobs rescheduled to take place within 5 days.</p>
5	If you advise us that you are unable to keep your appointment, we will re-book in accordance with our repair priorities	100% of re-arranged booked within priority times
6	Satisfaction with repairs	93%
7	We will attend emergency repairs within four hours	100%
8	We will complete urgent repairs within five working days	90%
9	We will complete routine repairs within 20 working days	90%

What you can expect

What to expect from trade colleagues and contractors

Our colleagues and contractors will follow our customer service standards to make sure they give you a great service. They must complete their work professionally and without causing you any unnecessary disruption.

Before the works, we will:

- Agree in advance the date and time of any home visits.
- Arrange for a surveyor to visit to assess the works and discuss what is required, if necessary.
- Let you know if we need to change your appointment and will re-book the appointment.


During the works, trade colleagues and contractors will:

- Introduce themselves and explain what they are going to do in your home.
- Be polite at all times and won't use offensive language.
- Wear identification badges with their photograph and wear a clean and branded uniform.
- Wear plastic protectors on their boots
- Carry out all work in a safe and professional manner and follow health and safety regulations.
- Treat your possessions with respect, including using suitable protection, such as dustsheets, to prevent dirt, dust or other damage.
- Clear away all dust and rubbish from your home at the end of the repair.
- Make sure your home is always secure, and let you know if doors and windows must be left open.
- Take a photograph of your front door to record attendance when they arrive at your home
- Take before and after photographs of the repairs required and completed works.
- Agree the condition of your furniture, carpets and other fittings and fixtures with you before work starts. This will be written down and you will be given a copy.

Our trade colleagues and contractors will not:

- Use a radio in your home or in the immediate vicinity.
- Use a personal mobile phone to receive calls or texts while attending to the repair, except in an emergency
- Smoke, vape or eat in your home.
- Move any of your possessions without your permission.
- Remove any carpets without your permission.
- Use anything in your home, including electricity, gas or water, without your permission.
- Enter your home if only a child is present. If no adult over 18 is in the home, they will have to cancel the appointment and you will need to re-book it.

After the work is completed:

- We will make sure you are completely satisfied with the work and leave the area clean and tidy.
- If it is not possible to complete the work, we will make sure your home is safe and arrange a new date to finish it.
- Show you how to work any new items, for example heating controls. 

In return, we hope you will:

- Keep appointments and allow us to enter your home.
- Let us know if the appointment is not suitable.
- Be ready for the repair to be carried out, including moving anything that may get in the way of the work if you are able to.
- Be polite and considerate towards our employees and contractors.
- Keep your children and pets well away from the working area.
- Not smoke or vape while our employees or contractors are in your home.
- Not touch or interfere with the works while they are being carried out.
- Move or protect any fragile items in or near the working area.
- Accept that there is likely to be some disruption while the works are being carried out.

If you're unhappy with anything our employees or contractors do or say, please contact us 0330 303 2222.