



# Cobalt Housing Repairs Standard

Lead Director: Director of Operations

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# Cobalt Housing Repair Standard

Our Repairs Standard has been developed by customers and shared with our Homes and Neighbourhood Committee, Tenant Consultative Panel, Cobalt's Customer Network and our Improving our Repairs Task and Finish Group.

This document was developed by customers in 2024 and revised in July 2025 following feedback and these are the final standards, approved by customers, committee members, colleagues and contractors. Please note, 'customer' refers to our tenants, leaseholders and shared owners.

## How to report a repair

There are lots of ways to report a repair to us, so you can choose which way suits you best.

### My Cobalt

You can report your repair 24 hours a day, 365 days a year through My Cobalt, our online customer portal.

[Click here to go to the My Cobalt page.](#)

### Telephone

Call us on **0330 303 2222**. Phone lines are open 24 hours a day, 365 days a year for emergency repairs. For all other repairs, phone lines are open Monday to Friday from 9am to 5pm and Wednesday from 9am to 3pm.

### In person or by post

You can visit our reception or write to us at Cobalt Housing, 199 Lower House Lane, Liverpool, L11 2SF.

We're open Monday to Friday from 9am to 5pm.

### Social media

Find us on Facebook, Instagram or X (formerly Twitter) and report your repair by direct message. This service is available Monday to Friday from 9am to 5pm.

## Changes to appointments

If we need to change your appointment, we will contact you as soon as possible to arrange a new date or time.

If you need to rearrange your appointment, please contact us as soon as you can to let us know.

## Before your appointment

We will call you the day before your appointment to let you know we are coming.

## Repair priorities and response times

All repairs are prioritised as either emergency, urgent or routine. Our agreed response times to each are:

- **Emergency** – attend within 4 hours to 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. If we cannot complete the repair to fully remove the hazard within 24 hours, we will talk to you about the possibility of temporarily moving you into alternative accommodation while the emergency repair is completed.**

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 a match or lighter or use mobile phones inside your home and do not turn on any lights or electrical switches.  
Call the **National Grid Emergency** on **0800 111 999**. Once you have called National Grid Emergency, please call us on **0330 303 2222**.
- A significant and uncontrollable water leak
- A total loss of heating
- A total loss of electricity
- Unsafe electrics, such as exposed wires, overheating switches or sockets or flickering lights that have been damaged by water
- Insecure external windows, doors or locks (we will ensure your home is secure)
- Failure of the fire alarm, smoke detector or carbon monoxide detector
- Blocked flue to a gas fire or boiler
- Serious roof leak (we will carry out a temporary repair at your emergency appointment).
- 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.

## Out-of-hours emergency repairs

You take reports of and attend emergency repairs **24 hours a day, 365 days a year**. The out-of-hours service runs from:

- Monday to Friday between 5pm and 8am
- Saturday and Sunday from 5pm on Friday to 8am on Monday.

## 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 or storage tanks where the leak is not uncontrollable
- Damaged ball valve or tap
- Damaged toilet that is working and is not leaking, e.g. a cracked toilet pan
- Door entry phone system not working
- Mechanical extractor fan in the 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 or locks that do not pose a security risk
- Plumbing issues that are not classed as an emergency or urgent
- Re-glazing, where the window or door has already been made safe
- Damage to external gates or fences
- Faulty garage doors
- Damaged floor coverings that have been installed by Cobalt
- Plastering or wall tiling
- Roof repairs (not classed as an emergency or urgent)
- Other non-urgent joinery work.

**Planned repairs**

Planned repairs are where the work involved is significant, complex and requires extensive planning and resources.

We may need to order parts or arrange for specialist technicians to visit your home. Depending on the type of work required, you may be allocated a dedicated Tenant Liaison Officer, who will keep you informed throughout the project.

Planned works 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 arrange for a property inspection to be carried out.

Following the inspection, any damp or mould will be categorised by risk, taking into account the health and wellbeing 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

**All of our repairs categories and timescales comply with the latest Awaab’s Law guidance.**

## Appointments

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

	Morning	Afternoon	Evening	Weekends
Responsive repairs	8am – 1pm	1pm – 5pm	5pm – 8pm	Sat 8am – 1pm
Routine gas repairs	8am – 12 noon	12 noon – 5pm	5pm – 8pm	Sat 8am – 1pm
Avoid school run	9:30am-1:30pm			

We offer morning and afternoon appointments as standard. 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 us to avoid the school run. We will review all requests for more specific times on a case-by-case basis, depending on availability. e.g. a 2-hour repair slot.

## 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.

## Surveyor appointments

Sometimes, we may not be able to fully understand the problem with your home until we inspect it in person. If this happens, we will offer you an appointment and arrange for a surveyor to visit your home within 5 working days of you reporting a repair to us.

## 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:

- [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 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 tell us that you are unable to keep your appointment, we will re-book in accordance with our repair priorities.	100% of re-arranged appointments booked within priority times
6	Satisfaction with repairs.	80%
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 surveyors, 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 repair, we will:

- Agree in advance the date and time of any home visits.
- If required, arrange for a surveyor to visit to assess the works and discuss what is required, if necessary. Surveyor visits will be carried out in accordance with the timescales related to the type of work. This will not form part of the time taken to carry out any repairs.
- Let you know if we need to change your appointment and will re-book the appointment.
- Provide a written record of what we are going to do following the surveyor's visit either via email or a physical copy.

### During the repair, 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 any mess created 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 when they arrive at your home.
- Take before and after photographs of the repair.
- Talk to you about your furniture, carpets and other fittings and fixtures before work starts. This will be written down and you will be given a copy.
- Ask you if you have any other repairs or concerns about damp or mould.

If the repair can't be completed in one visit, or you have reported further repairs, we will tell you when we plan to return before we leave site.

### Our surveyors, 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 in your home, 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 cancel the appointment and you will need to re-book it.

### After the work is completed:

- We will make sure you are 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.
- We will show you how to work any new items, for example heating controls.

### In return, we ask that you:

- 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 work is being carried out.

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

### Complaints

If you have a complaint regarding your repair or the service you have received, please speak to us and we will do everything we can to resolve the issue as quickly as possible.

If you are still unhappy, you can make a complaint and we will investigate in line with our complaint procedure.

More information on our complaints process can be found on our website:

[www.cobalthousing.org.uk/my-services/make-a-complaint](https://www.cobalthousing.org.uk/my-services/make-a-complaint) or call us on **0330 303 2222** or visit our reception, where a member of our team can help further.