

Further help and
advice:

Repairs Hotline

FREEPHONE
0800 0730184.

This leaflet is also available in
other formats upon request.

这个小册子有粤语/中文版。如需要，请拨打 01253 477512 索取。(Cantonese)

এই বীফলেটটি বাংলা ভাষাতেও পাওয়া যায়, বাংলা কপিরা জন্মা ০১২৫৩ ৪৭৭৫১২ এই নাম্বারে
ফোন করুন। (Bangla)

આ ચિફલેટ ગુજરાતીમાં ઉપલબ્ધ છે. મહેરબાની કરી એની નકલ મંગાવવા 01253 477512 નંબર પર
ટેલિફોન કરો. (Gujarati)

ਇਹ ਵਿਭਾਗ ਦਾ ਪੰਜਾਬੀ ਵਿਚ ਮਿਲ ਸਕਦਾ ਹੈ। ਇਸਦੀ ਕਾਪੀ ਲੈਣ ਵਾਸਤੇ ਵਿਰਧਾ ਕਰਕੇ 01253
477512 ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ। (Punjabi)

یہ بلیٹ اردو میں بھی دستیاب ہے اس کی کاپی حاصل کرنے کے لیے برہمراہی ٹیلی فون نمبر: 01253 477512 پر رابطہ قائم کریں۔ (Urdu)



APPROVED
READER
FRIENDLY BY
COUNCIL
TENANTS

Repairs-
customer service standards



Repairs service standard

As part of our service to you, we have developed a standard for the repairs service:

◆ Roof finishes & components

No leaks, all roof timbers, tiles or slates sound and secure, roofing felt and insulation in good condition.

◆ Roof drainage, gutters & rainwater down pipes

No leaks, free flow of rainwater to drain, secure fixings.

◆ External walls & external wall finishes (excluding decoration)

No damp penetration to interior, structurally sound, rendering, coping and other finishes sound & secure.

◆ Chimney stacks

Structurally sound, no damp penetration, chimney pots sound.

◆ Internal walls & internal wall finishes (excluding decoration)

Structurally sound, finishes secure and sound.

◆ Floor & ceiling finishes (excluding decoration)

Structurally sound, finishes secure and sound.

◆ Windows & external doors

Structurally sound, secure, glass sound, weather proof, easily operated.

◆ Internal doors, hatches & screens

Structurally sound, glass sound, easily operated.

◆ Internal & external staircases & handrails

Structurally sound, treads and trims undamaged.

◆ Fixtures - shelving, cupboards & drawers

Secure fixings, door/drawers structurally sound, easily operated, hygienic work surfaces.

◆ Sinks baths & basins

No leaks, surface hygienic, free discharge, taps functioning correctly, securely fixed.

◆ W.C's

No leaks, surface clean and free from defects, free flow, cistern working, securely fixed.

◆ Soil & waste water drainage

No leaks, free flowing, secure fixing.

◆ Hot & cold water services

No leaks, adequate flow, valves and cocks working, lagging sound.

◆ Drainage

Free flowing, cover, grating and frame sound, manhole covers and pipework sound, free air inlet sound and clear.

◆ Paving paths & drives

Structurally sound and secure.

◆ Fences, garden walls & gates

Structurally sound and secure.