



**SPITALFIELDS**  
HOUSING ASSOCIATION LTD  
স্পিটালফিল্ডস হাউজিং এসোসিয়েশন লিমিটেড

# REPAIRS SERVICE STANDARDS



**AIMING TO PROVIDE  
OUR BEST SERVICES TO YOU**

# What you can expect as a resident of SHA

## Our commitment to you

## Performance target

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1. We will provide a variety of ways for you to report a repair. Telephone, email, text, fax, letter and in person

100%

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2. When you report a repair, a request will be logged onto the system and you will be given a reference number

100%

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3. Contractors will be issued with a code of conduct that we expect them to comply with

100%

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4. All gas appliances in your home which are the responsibility of SHA will be serviced annually

100%

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5. When you report a repair, it will be prioritised by need. Priorities are as follows:

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- Emergency – 24 hours

100%

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- Urgent – 5 working days

95%

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- Priority – 14 working days

95%

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- Routine – 28 working days

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97%

## Our commitment to you

## Performance target

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6. Out of hours repairs; we will ensure an out of hours service is available 365 days of the year with a 2 hour response target

100%

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7. An appointment will be offered for urgent, priority and routine works

95%

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8. A satisfaction survey will be posted for each repair including a Bengali translation

100%

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9. First time fix: contractors will endeavour to complete a repair in one visit

60%

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10. Post repair inspections: will be carried out by SHA officers to ensure value for money and tenants satisfaction

15%

for repairs costing under £1500

100%

for repairs costing over £1500

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## Spitalfields Housing Association

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You can ask for this document in large print, on audio tape or in Bengali, Somali, Polish, Vietnamese, Chinese or Urdu. Please contact us on 020 7392 5400.