





Repairs service vision

Service standards and targets



To provide a high quality, cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants. Delivering compliant repairs, right first-time solutions and statutory requirements concerned with the health and safety of people in their homes.

 <p>A high-quality service</p>	 <p>A cost-effective repairs and maintenance service</p>	 <p>Responds to needs and offers choices to tenants</p>	 <p>Repairs are completed right first time</p>
<p>Target: To achieve medium quartile performance (in comparison to comparable social landlords) by 31 March 2024 and top quartile by 31 March 2025</p>	<p>Target: To increase the operational hours of the repairs service, improve repairs performance and reduce the average cost of a repair</p>	<p>Target: All works to be appointed at the first point of contact with residents or before an operative leaves the property if a follow on visit is needed</p>	<p>Target: 95% of repairs are completed in one visit</p>