



# Top 10 Service Standards

1. When you report a repair, we will ensure that you are given correct, clear information about the priority of your repair, an order number, and likely timescales for your repair.
2. We will sort out your repair on the first visit.
3. We will offer you an appointment for your repair.
4. We will offer you an appointment within five days of the report of anti-social behaviour, or one day for serious cases (e.g. racial harassment).
5. We will make sure anyone presenting themselves at our offices as a victim of domestic violence is seen immediately.
6. We will agree local caretaking standards with you, covering frequency of work etc.
7. We will inspect caretaking standards as part of regular inspection programme.
8. We will provide you with information on what major works will include, the timetable, and who to contact.
9. We will offer you an appointment on request when you visit our offices.
10. When you call us, if the person you speak to cannot deal with your enquiry, they will transfer you to someone who can assist or arrange for the right person to call you back.