

# The Home Standard

**This standard is about the quality of your home and repairs and maintenance.**

**Since we were established 10 years ago we have carried out millions of pounds worth of improvements to Ocean homes including providing new heating systems, kitchens, bathroom suites, external insulation and new roofs.**

## **We will continue to improve your homes so that they:**

- meet your needs
- are safe
- are energy efficient
- as a minimum achieve the Government's Decent Home Standard

We will provide a first class repair service that is cost effective, delivers repairs 'right first time', offers flexible appointment slots and encourages tenant feedback. Our responsibilities cover the structure and outside of your home and services such as plumbing, electricity and heating systems.

Wherever possible we want to offer choice in the service you receive from us. For day to day repairs we offer dedicated appointment slots (either morning or afternoon) and will always try to accommodate special requirements. Later this year we will introduce an option for appointments in two hour slots.

## **You can report your repair by:**

- advising a member of Ocean staff in person
- visiting our website [www.oceanhousing.com](http://www.oceanhousing.com)
- emailing your repair to [repairs@oceanhousing.com](mailto:repairs@oceanhousing.com) with information about the repair and your address and telephone number
- texting your repair to 07766 40 41 42, putting [repairs@oceanhousing.com](mailto:repairs@oceanhousing.com) at the start of your message, then information about the repair and your address
- calling the office (8.30am – 5.00pm) Monday to Friday on 0800 048 1054 or 01726 874450
- outside office hours emergency repairs can be reported by calling 01872 224628

We will always try to offer choice in the finish of works to your home. For major works we will visit you in your home so that we can explain what will happen and when, as well as working with you to design the layout and select your choice of finish.

Our consultation found that overall you are satisfied with our repairs and maintenance service, but felt we could improve our communication with you before, during and after work is done. We are committed to making improvements over the next six months.

We will ensure that the money we invest in your homes is well spent. We will continue to work with partners to buy goods in bulk, reducing the cost of repairs and maintenance and of building new homes.

## **You can expect your repairs to be completed within the following times:**

- emergency repairs within 24 hours (those needed to avoid health and safety risks)
- urgent repairs within 5 working days (those that may affect your comfort and cause damage to the property if left too long)
- standard repairs within 20 working days (not urgent, although may be inconvenient)

Your safety at home is of utmost importance to us. We will make sure that all routine maintenance is completed on time, this includes gas appliances and systems, oil fired heating systems, fire control systems and smoke alarms. We will provide residents with an annual report detailing our performance in this area.



# Monitoring our performance

**We will publish the following performance indicators in Street Talk and on our website:**

- percentage of emergency repairs within 24 hours (99%)
- percentage of urgent repairs within 5 working days (95%)
- percentage of standard repairs within 20 working days (95%)
- percentage of homes failing the Government's Decent Homes Standard (0%)
- number of emergency and urgent jobs as a percentage of responsive repairs (40%)
- number of gas checks outstanding (0%)
- percentage of tenants satisfied with repairs service (98%)
- percentage of repairs completed right first time (91%)

**We will annually compare our services with other similar organisations**

## Actions

**We will:**

- review and improve the way we communicate with you before, during and after repairs (January 2011)
- introduce more flexible appointment slots – two hour slots rather than the current am/pm (November 2010)
- undertake a review of our current condensation procedure with residents (January 2011)
- introduce annual gas safety checks for all our leaseholders (December 2010)

