



Local Offer – Responsive Repairs

This local offer has been devised and developed in partnership with residents at specially convened focus groups, and consulted on widely at the 2010 Residents Day.

Hexagon will provide an efficient, reliable and resident-focused repairs service. We continually monitor the quality of repairs and assess residents' satisfaction with the work carried out.

We will:

Provide you with access to the service where you can report your repairs to us by free-phone via our Customer Services Centre, in writing, in person or via the Internet at www.hexagon.org.uk.

We will also provide a free-phone number for you to report problems with gas central heating or hot water, and our contractor will let you know when the repairs will be done.

If you report a repair by phone or in person, you will be offered an appointment with either a contractor or a surveyor at the time of your call. If you report a repair in writing or via the internet, we will contact you within 24 hours to arrange an appointment with you.

Ensure that, where we have to carry out an inspection before we order a repair, the inspection will be completed within ten working days.

Send you the works order number as confirmation of the order within 24 hours. This will contain the contractor's name and contact number with a description of the job to be done.

Provide an emergency repairs service via 0800 393 338 (outside office hours), 24 hours a day, 365 days a year

Remind you of the appointment either by text or by telephone on the previous working day. Our contractor will also contact you when they finish their previous job to let you know that they are on their way

Ensure that all our contractors and representatives abide by our code of conduct. They will carry identification at all times and introduce themselves before entering your home. The contractors' code of conduct is available to view at the Hexagon website or on request from the Customer Services Team.

Provide a number of appointment slots on Saturday morning for non emergency repairs

How we will measure our service to you

Service Commitment	How we will measure our commitment
We will measure residents satisfaction with the most important aspects of the repairs service	<p>We carry out telephone satisfaction surveys when jobs have been completed Our monitoring includes:</p> <ul style="list-style-type: none"> • First contact with us • Appointment details • Reminders • Speed of repair • Operatives' performance • The quality of repair • Being kept informed of progress • Overall experience of the repair
Contact you by phone (where possible within 24 hours) after the repair has been carried out to ensure that the job been completed to your satisfaction.	We monitor the number of telephone surveys
We will respond to any queries you raise about the job and will learn from your feedback so we can improve our repairs service	We review all feedback we receive to identify where we can make service improvements
Inspect a sample of completed jobs for quality assurance purposes.	<p>Our target is to carry out inspections of at least 5% of completed works.</p> <p>We also inspect all high value and complex jobs</p>
Provide a gas safety service, so that your home can expect a gas safety check once every 12 months.	<p>We aim to have a current gas safety certificate for all our properties.</p> <p>Performance is monitored and reported monthly</p>
Complete repairs within the following timescales: <ul style="list-style-type: none"> ○ Emergency repairs within 24 hours ○ Urgent repairs within 7 days ○ Routine repairs within 28 days 	We carry out monitoring of all completed works to ensure compliance with target timescales.

	Results are reported to the Performance Review Group quarterly, and to all residents via the annual report
--	--

The types of repair that fall under each of the emergency, urgent or routine repairs headings are classified in section 3.1 of the Residents Handbook, which is available on the Hexagon website.

Missed Appointments

- If our contractor cannot gain access at the time of the appointment, we cannot guarantee that the repair will be completed within the target time.
- If you are not available at the time of an appointment, you may be charged the cost of an abortive call.
- If the contractor does not turn up for an appointment, you will get £10 credited to your rent account.

Resident Responsibility for Repairs

The resident's handbook gives details of those repairs which should be undertaken by residents.

Measuring and Reporting our Performance

- Every quarter the Performance Review Group, which is composed of residents, will carry out a review of our main performance indicators including;
 - Resident satisfaction with the repairs service.
 - Gas safety performance
 - Repairs response times including average time taken to complete repairs from start to finish – the “end to end” time
- Once a year, the Performance Review Group will receive a report on the other measures of our commitments.
- We will report in summary form the following in the annual residents report:
 - Resident satisfaction with the repairs service
 - Gas Safety performance
 - Repairs response times and “end to end “ times
 - Repairs completed at first visit