

The Wulvern logo consists of the word "WULVERN" in white, uppercase, sans-serif font, set against a teal-colored square background that is tilted slightly to the right.

repairs promise

what you can
expect from us

The Repairs Promise logo features a white icon of a wrench and a screwdriver crossed at their handles, set against a dark green square background. Below the icon, the words "REPAIRS" and "promise" are written in white, uppercase, sans-serif font, with "promise" on a new line.

your
home
team

What you can expect when we carry out a repair and what we would like you to do to help us

Our Repairs Promise

For repairs that are Wulvern's responsibility, our promise is to 'fix it'.

This means in one visit where possible, at a time that is convenient for you, or as soon as we can. We will also repair it so that it is unlikely to need repairing again.

This promise was developed after consultation with customers about 'what matters to them'.

We have also developed Repair Standards which are part of our Repairs Promise.

"Your workmen were very polite and couldn't be more helpful. I can't fault any of them, their work was brilliant and they finished ahead of time"

Mrs D Bennett, local resident





Our repair standards

You can **BANK** on us to

Be

- Respectful
- Polite
- Courteous
- Confidential
- Flexible
- Fair
- Aware of your individual needs

Not

- Smoke
- Use offensive language
- Discriminate
- Make or cause excessive noise
- Make assumptions about you or your family's needs

Always

- Wear a uniform
- Let you know when we are coming
- Wear an ID badge (in large print if needed)
- Ask your permission if we can use facilities in your home
- Ask your permission to use electricity or our radio

Keep

- Your home and garden safe when working, and make sure the area is clean.
- Your property safe and secure overnight making sure you have running water and sanitation.
- Our tools out of your way so you are not in danger.



Let us **BANK** on you to

Be

- Respectful
- Polite
- Courteous
- Confidential
- Flexible
- Fair

Not

- Smoke when our staff are in your home
- Use offensive language
- Discriminate
- Make or cause excessive noise
- Make assumptions about our staff

Always

- Make sure there is an adult present when we are working in your home.
- Make sure the area where the work is being carried out is clean and safe. (Staff will not work in areas where they are at risk.)
- Let us know when any tools or materials have been left on site by mistake.

Keep

- Your home and garden safe so our staff are protected when working in your home.

**For repairs that are
Wulvern's responsibility,
our promise is to 'fix it'.**



How are we going to do this?

We will do everything we can to make sure that you can report repairs in a way that suits your individual needs.

To achieve this we will provide:

- Translation and interpretation services*
- Hearing loops and Minicom*

You can report repairs:

- By telephoning 01270 506200 – The Customer Services Centre can be contacted from 8.30 am to 5.00 pm – Monday to Friday.
- By texting 'REPAIRS' followed by the details of your repair to 07903 009002
- By emailing us at customer.service@wulvernhousing.org.uk
- On-line at www.wulvern.org.uk and clicking on 'Report a Repair'
- By writing to Wulvern, Electra Way, Crewe, CW1 6GW
- At any of our local Wulvern shops and offices
- Through any member of Wulvern staff including your Neighbourhood Coordinators

We will need as much information as possible.

The following details will help us deal with your repair:

- Your name
- The address of the home needing the repair
- A day time contact telephone number
- A description of the repair

Our Customer Services Advisors have been trained on repairs reporting and have spent time with our trades team when they are carrying out repairs. They are in regular contact with our trades team, we are here to help you.

*Day time only on 01270 503644



How will your repair be dealt with?

When a repair is reported, its priority is assessed from the details provided.

If the repair is classified as an emergency, through discussion between you and the Customer Services Advisor, then it will be dealt with as soon as possible, and always within 24 hours of the report.

An emergency repair is a repair that puts your health, safety, or security at immediate risk, or seriously affects the structure of the home such as:

- The outcome of a major fire
- Total loss of electricity supply
- Burst pipes
- Blocked main drains
- Floods or extensive leaks
- Total loss of heating during the winter months (October to March)
- Broken or faulty lock which effects the security of main doors and any windows
- Gas leaks or faulty gas appliances





Emergency Out of Hours Repairs Service

In the event of an emergency outside the normal repairs reporting times, you should ring our 24 hour emergency line on 01270 506200 and your repair will be dealt with by the emergency repairs team.

active4age customers should use their emergency call button if there is an emergency.

Gas leaks

If you discover a gas leak, you should switch off all appliances and contact national Grid Gas Emergency Services on 0800 111 999.

You should then contact Wulvern Customer Services on 01270 506200 to report the problem.

We will continue to improve and you can help us

If you feel that we have not meet our Repairs Promise, we would ask you to give us the opportunity to resolve the problem.

If this happens please contact our Customer Services Team.

If it is not resolved to your satisfaction you can register a complaint by phone, post, on the Wulvern website or in person.

Should you receive an unacceptable service from us for any type of repair you may be able to claim compensation.

Who is responsible?

We are responsible for keeping your home in good repair and this includes:

- The structure of the property, including gates, fences and guttering
- The services inside the home including gas, electricity and water, including drains
- Sanitation including baths, basins, sinks and toilets
- Installation of water and heating systems
- Aids and adaptations supplied by Wulvern
- Path area immediately around the home – usually one flag stone width of path
- Communal areas in apartment blocks and sheltered courts including halls, corridors, stairwells and lifts

You are responsible for:

- Light bulbs, fuses, plug and chain to baths or sinks
- Blocked waste pipes
- Minor holes or plaster repairs
- Replacement locks due to lost keys
- Glazing – If you have a Police Crime Number, we will carry out this repair
- Internal decoration
- Adjustment of doors when a carpet has been fitted
- Maintenance of TV aerials and satellite dishes (except in communal areas)
- Provision of security locks to windows or doors
- Internal door handles and bolts
- Maintenance of gardens including any existing patios
- Personal belongings including furniture and appliances





If your home is accidentally or intentionally damaged, please note that it is your responsibility to repair or replace the broken fixture.

This includes smashed windows or broken doors.

If however this damage has been caused due to harassment or anti social behaviour, domestic violence or abuse, Wulvern will be sensitive to the situation and respond appropriately.

In such situations you should report the incident to the Police and obtain a Police Crime Reference Number.

A Police Crime Number is given when the Police believe there has been a criminal offence committed. Wulvern will not accept an incident number which the Police provide whenever anything is reported to them.

Our repair performance

You have told us that the following things are important when carrying out repairs:

- That we are able to attend by appointment, as soon as possible, or when it suits you.
- That the repair is fixed on the first visit
- That the repair stays fixed.

In order for you to understand what you can expect from us, we will measure:

- The number of days it takes us to fix repairs when you notify us – We will call this End To End time
- The percentage of time we complete the repair on first visit (without leaving your premises) – We will call this 'First Visit Fix'.
- The percentage of repairs that stay fixed (i.e. do not require re-work or follow-on work) – We will call this 'Stay Fixed'.

We will publish details of our performance regularly.

If you would like to see our latest performance please call 01270 506200.



Contact details:

Wulvern House

Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Choices Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Choices Nantwich

Beam Street
Nantwich
Call 01270 506200

Opening hours for Wulvern Head Office

Monday – Friday 8.30am – 5pm

Opening hours for Wulvern Choices Crewe

Monday 9am – 5pm
Tuesday 9am – 5pm
Wednesday 9am – 5pm
Thursday 10am – 5pm
Friday 9am – 5pm

Opening hours for Wulvern Choices Nantwich

Monday and Thursday
9.30am – 12.30pm
1.30pm – 5pm

access
for all



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506 200** or ask at one of our offices

Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર ફોન કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

بۆ زانیاری به زمانه که ی خوت تکایه په یوه ندیمان یی بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔



approved by
crystal clear readers

www.wulvern.org.uk

01270 506200

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