

Repairs and Maintenance Easy Read



Pivotal is responsible for keeping the building where you live in good repair.

We do this in 3 ways.



1. Safety inspections – for example checking gas, electric and fire systems.



2. Planned maintenance – for example making improvements such as fitting a new kitchen.



3. Repairing things when they go wrong – we call this responsive repairs. For example a leaking tap.



Repairs are done according to how urgent they are.



Emergency repairs e.g. no electricity or hot water. These will be completed in 24 hours.



Urgent repairs e.g. minor internal water leaks will be completed in 7 days.



Routine repairs e.g. As there is no health and safety risk or immediate risk of damage to the building we will complete these within 28 days e.g. replacing an ill-fitting window.



What we will do

When you report that a repair is needed we will keep you informed of progress.



We will tell you when someone is coming to do repairs and maintenance work.

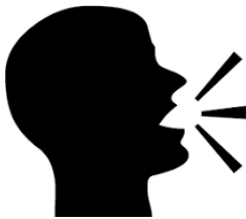


We will always try to arrive at the agreed time or let you know if we can't.



Our staff will be polite and clear up after the work they do.

What you should do



You should tell your Support Worker or Tenancy Sustainment Officer if you see something in need of repair.



You should allow us into your home so that we can carry out repairs. Your Support Worker will introduce you to the person attending.



You should be polite to our repairs and maintenance staff.



If you are not happy with a completed repair you should tell your Support Worker or Tenancy Sustainment Officer. They will try to put things right.



If you feel things have not been put right you can make a formal complaint.



COMPLAINTS POLICY

Our Complaints and Compliments easy read tells you how to make a complaint.

You can ask your Tenancy Sustainment Office or Support Worker for a copy or....



You can find it on our website

<https://www.pivotalhomes.co.uk/complaints-and-compliments/>



You can phone us to ask us for a copy and we will send one to you.

01202 306070



Email Us

You can email us to ask for a copy and we will send one to you.

enquiries@pivotalhomes.co.uk