

home promise



Our Home Promise

This document sets out our Promises to customers in relation to your home to ensure we provide high quality accommodation.

The document has three sections which have been developed with our customers.

The first section sets out our Promises to you. The second section sets out the way we will measure and report our performance and in section three we explain how we will achieve value for money.



Our Promises to you

- We will complete all emergency repairs within 24 hours
- We aim to fix your repair on our first visit
- We aim to fix your repair so that it stays fixed
- We will show you identification, tidy up after ourselves and ask if there is anything else we can do when at your home
- We will comply with safety regulations
- We will offer a choice of appointments for all non-emergency repairs and can avoid the school run or a particular religious or culturally important time for you
- We will carry out minor adaptations on request. Major adaptations are done following an assessment by our in-house Occupational Therapist
- Repairs, improvements and alterations to empty homes will be tailored to the needs of the customer moving in
- We will provide you with notice before work starts at your home
- We will ensure you understand the standard of work, choice, length of time and any disruption you may encounter
- We will carry out satisfaction surveys and act on the information to improve
- We will publish information about our improvement programme
- We will ensure you are able to influence the improvement programme
- We will ensure our staff and contractors inform you about the choices you have before they start work

Measuring our Promises

- We will ensure that our contractors adhere to our contractors code of conduct
- We will measure our performance daily
- We will report the results on our website each month
- We will send our results to all customers twice a year
- We will include our results in our Annual Report
- We will monitor all of the above against customer data and information to assess if there are any trends and identify potential discrimination

For repairs we will measure:

- How long it takes us to complete the repair
- How many repairs stay fixed after the first visit
- How many repairs require further work

For improvements we will measure:

- How satisfied you were with the improvement
- The percentage of improvements that meet your needs
- The number of improvement related repairs
- The number of improvement related repairs that are fixed on the first visit
- How pleased you were with our contractors
- If the work was carried out to avoid minimal disruption



“Your trades team 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, resident

Value for Money

We will consider and review the three key elements to delivering value for money:

Economy:

We will keep a close eye on what it costs to provide the service

Efficiency:

We will continuously explore ways of reducing waste and improving

Effectiveness:

We will measure the impact of what we achieve

- We will make sure that information about our improvement programme and repairs schedule is easy to understand
- We will make evidence-based decisions on where to schedule the improvement programme
- We will respond quickly to your improvement work queries
- We will allocate repairs to a trades person based on where they are working to minimise travelling time
- We will ensure our staff are trained in multiple skills so that they can fix different types of repairs in one visit
- We will plan work at your home to provide greater efficiency and economy
- We will ensure that our contractors and staff are aware of any vulnerabilities you may have before they visit, so that our service meets your individual requirements



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

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



*As part of our duty of care to our employees we provide a smoke free environment and expect customers to respect this. If a customer refuses to stop smoking the member of staff will leave the property.

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

Reporting a repair

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
- To any member of Wulvern staff

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

How we will deal with your repair

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)
- A broken or faulty lock which effects the security of main doors and any windows
- Gas leaks or faulty gas appliances



*Day time only on 01270 503644

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.



*We expect you to attempt to try and unblock the waste pipe, if that fails we will come out to inspect it.

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.



Contact details:

Wulvern Head Office

Wulvern House
Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Office Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Office Nantwich

Beam Street
Nantwich
Call 01270 506200

**Opening hours for
Wulvern Head Office**

Monday – Friday 8.30am – 5pm

**Opening hours for
Wulvern Office Crewe**

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
1pm - 2pm

**Opening hours for
Wulvern Office Nantwich**

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
12.30pm - 1.30pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

Arabic

تلقى 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 خۆت 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۔

Bengali

যদি এই ডকুমেন্ট আপনার ভাষায়, টেপে, বড় আকারে বা ব্রেইলে পেতে চান তাহলে দয়া করে আমাদেরকে
01270 506200 নম্বরে ফোন করুন অথবা আমাদের কোন একটি অফিসে বলুন।



www.wulvern.org.uk

01270 506200