



Responsive Repairs



The repair and maintenance of your home is as important to us as it is to you. Your home should feel well-maintained and safe. If something goes wrong, we want to put it right first time



We will achieve this by:

- Delivering a prompt and efficient repairs service with clear published timescales for carrying out emergency, urgent and routine repairs as set out in our 'guide to repairs in your home'
- Providing a variety of ways to easily report a repair, including being able to request an emergency repair at any time, every day of the year
- Explaining whether the repair work is our responsibility or yours
- Completing 93% of response repairs at the first visit, and if this is not possible, keeping you informed of progress
- Offering you a choice of repairs appointment times and letting you know if we are unable to keep them and why
- Ensuring we are clear on which contractor will be visiting your home
- Respecting your home and clearing up after the work has been completed
- Gathering a sample of feedback on the performance and behaviour of our repairs staff and contractors. This may be by way of a phone call to you after works have been completed, by asking you to complete a short survey, or by a member of our team visiting your home to inspect the work that has been done
- Reserving the right to charge you for missed appointments unless there are exceptional circumstances for this



Contact us

Tel No 0800 652 3900
 Email enquiries.php@poole.gov.uk
 Website www.yourphp.org.uk



Alternative formats

If you would like this document in large print or in a different format, such as Braille or audiotape, or translated into a different language, please contact us on 0800 652 3900, or email enquiries.php@poole.gov.uk

