

# factsheet

Housing and Health

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## CUSTOMER SERVICE STANDARDS

### HOUSING REPAIRS



Web: [www.charnwood.gov.uk/housing/councilaccommodation.html](http://www.charnwood.gov.uk/housing/councilaccommodation.html)

Tel: 01509 634567

Email: [housing@charnwood.gov.uk](mailto:housing@charnwood.gov.uk)

### Responsive Repairs

The Investment and Regeneration Service is responsible for the delivery of the repairs and maintenance service which includes responsive repairs. We seek to ensure that all our properties are maintained to the highest level and that we comply with the Landlord and Tenant Act 1985, and the Housing Act 1985 Part XV III.

In addition to the standards in Charnwood Borough Council's customer charter you can also expect us to deliver the following:



## HOUSING REPAIRS

Other service delivery		
When you:	We will:	Within: (Timescale)
Request a emergency repair (24hours)	Carry out the repair	24 hours
Request a 3 day repair order	Carry out the repair	3 working days
Request a 7 day repair order	Carry out the repair	7 working days
Request a 20 day repair order	Carry out the repair	20 working days

For the type of repair work contained in each repair category please see the separate fact sheet 'Requesting Repairs'.

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

