

# SYHA's promises for repairs and maintenance

## We will ...

Have our phone lines open from 8am until 5pm to take your repairs calls.

Arrange a convenient appointment for any repairs or inspections.

Offer you a Saturday or early evening appointment if you need one.

Get it right first time. Our target is to complete 75% of repairs in one visit.

Carry out all requested repairs within 3 weeks.

Treat your home with respect and not tread dirt into your home. Where health and safety allows we will wear overshoes in your home.

Clean up after carrying out work at your home.

Be polite, courteous and professional at all times.

Ask you for feedback and customer satisfaction information after the repair is complete and use this to help us improve our services.

Offer an enhanced service for our elderly and vulnerable customers.



Building Homes  
Creating Communities  
Supporting People



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