

# Repairs Satisfaction Checks

To help us complete a review of the repairs policy and service we want to ask you about our repairs service and some changes we are considering making. we are particularly interested in hearing from those who have recently had a repair completed by NWLDC at their home and how you found the experience.

\* Required

## Repairs categories

We currently have four repairs categories within our policy

**Emergency Repairs** where there is a significant risk to the tenant or property that will be carried out on the **same day**.

**High Priority** repairs that significantly impacts on the tenant or property such as loss of electrics and loss of water supply. These will be carries out within **1-3** days depending on the fault

**Tenants Choice**, repairs that are not high priority but need to be completed in a reasonable timescale but this will be determined by the appointment that best suits the tenant and

**Scheduled Repairs** which are larger scale works often that benefit from being grouped together. These should be completed within **60** days with an appointment confirmed within 20 days.

We are proposing to simplify the categories so that tenants have more clarity over when work will be done, more jobs will be scheduled at the point of reporting and so that we can better manage our repairs.

Therefore we are proposing to change to

**Emergency Repairs** – made safe within **4 hours**

**Urgent** – within **3** working days. These will often be follow on jobs from making safe

**Scheduled repairs** – **20** working days

**Co-ordinated works** - **60** working days. These are jobs that require more than one trade and/or are expected to take more than four hours to complete

1. Do you think these changes make it clearer what you can expect from us?

- Yes
- No
- Maybe

2. Currently we don't provide an appointment for all jobs, such as external works where we won't need to gain access inside your property. Do you think we should provide you with an appointment for all repairs you report?

Yes

No

Maybe

## Tenant Responsibility For Repairs

Whilst the Council is responsible for the majority of repairs to rented homes (the situation is different for leaseholders) there are a number of items that are a tenants responsibility

- Decorating the inside of your home
- Internal fittings(things like curtain rails and light bulbs)
- Anything which you have installed yourself
- Items you damage or break
- Keeping your garden and any shared areas clean and tidy.
- Maintenance of any tree which is within the boundary of your property

**also other minor repairs such as:**

- Changing fuses
- Repairing doorbells or knockers
- TV aerials(except communal ones)
- Renewing plugs and chains on sinks and baths
- Cleaning warm air grilles.

As well as any accidental damage caused by tenants, their family, or visitors to the property.

Tenants are responsible for costs associated with regaining entry into their home if they are locked out.

When considering the questions below you should be aware that if the Council takes on more responsibility for repairs this could impact on how quickly jobs get done and the money available for other services.

3. Do you think that it is reasonable that the above are tenant responsibilities?

Yes

No

4. Why do you not agree?

5. Do you think tenants should be responsible for more repairs around their home?

Yes

No

6. What other repairs do you think tenants should be expected to undertake?

7. although the list above sets out repairs that are tenants responsibilities we do still get asked to carry out these repairs occasionally. Do you think there are circumstances where the Council should carry out the repairs?

- No
- Yes if a tenant is willing to pay for it
- Yes if the tenant would not be able to afford to do the work themselves
- Yes if the tenant would not be able to arrange the work themselves and they were willing to pay for it.

## The lettable Standard

The overarching requirement is that all properties let are safe clean and in good working order.

a summary of the lettable standard can be found on our website  
at [https://www.nwleics.gov.uk/pages/landlord\\_services\\_consultations](https://www.nwleics.gov.uk/pages/landlord_services_consultations)

We need to make some changes to the standard as it doesn't reflect some of the changes to our properties such as the introduction of heat pumps.

8. Do you broadly agree with the current lettable standard?

Yes

No

9. What do you think should be different?

10. Currently we do not decorate empty properties in most circumstances although we may issue a decorating pack to help the incoming tenant paint rooms that need it.  
Do you think we should?

continue to provide decorating packs where needed

ensure that the kitchen, bathroom and living room are painted magnolia and white.

Other

11. We know that drying washing indoors can contribute to damp and mould in the home. Do you think we ought to provide a rotary dryer in the garden wherever possible

Yes

No

12. The lettable standard currently only guarantees that rubbish will be removed from gardens. What standard do you think our gardens should be at when a property becomes occupied (you can choose more than one)

any rubbish removed

paths that are a trip hazard fixed

boundary fences repaired/replaced

lawns trimmed

hedges/bushes cut back

non-standard landscaping such as ponds filled in/removed

13. Currently we remove any carpets in the property regardless of their condition. Do you think we should leave carpets in place for the incoming tenant?

No

Yes

only if the incoming tenant has said they would like them when they are offered the property

## Compensation

We are currently reviewing our compensation policy

It is important that we do not put up barriers to customers receiving compensation but also need to ensure that we can explain why we have paid out the amounts that we have.

14. Do you think that people receiving compensation should have to provide evidence to support the claim

- Tenants should provide receipts for actual expenditure and alleged losses.
- Tenants should provide examples of costs of similar items (eg a listing on website or catalogue)
- Tenants should only provide evidence where their expenditure has been higher than average
- Tenants should not need to provide evidence

15. We currently make a payment for time and trouble. Do you think these should be standard rates for all tenants or do you think we should consider individual circumstances when calculating a value for time and trouble?

- A single rate for all
- it should reflect circumstances

16. How do you think we could calculate time and trouble to reflect circumstances?

## About You

it would be helpful to understand about the people that respond to this survey

17. Your Name

18. Address \*

19. Email \*

20. Are you a Tenant or Leaseholder of NWLDC ? \*

Yes

No

21. Have you reported a repair with us in the last year? \*

Yes

No

22. Brief description of repair reported

23. Did we complete the job on our first visit? If no how many return visits?

Yes

No

2 return visits

3-4 return visits

5 or more return visits



24. Is the repair completed now?

- Yes
- No

25. How satisfied or dissatisfied are you with the standard of the repair?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

26. How satisfied or dissatisfied are you with the workforce that completed the repair, this may includes did they show ID, were they polite and approachable (friendly) and professional in their service and manner?

- Very satisfied
- satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

27. In your opinion do you feel that your home is safe

- Yes
- No

28. If no please give details

29. Do you have any further comments you wish to make about the repairs service you receive?

30. Are you interested in getting involved with NWLDC, this can include policy or services reviews, attending regular meetings, virtual involvement. If you let us know we can contact you to discuss all opportunities to get involved. Your opinions are important to us and this can help us to shape our services to meet your needs. If you are make sure you have completed the contact details above

- Yes
- No
- I'd like someone to talk to me about what is involved

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