

CONTACT DETAILS

Local Area Housing Offices

Opening Hours

Monday - Friday 9am - 5pm

(First Thursday of each month offices close at 2pm)

For all out-of-hours emergencies please call the Control Centre on Tel: 01493 330369.

Yarmouth and Rural North

Greyfriars House, Greyfriars Way,
Great Yarmouth, Norfolk
NR30 2QE

Estate management: Tel: 01493 846490/1

Repairs: Tel: 01493 846381

South Yarmouth Area Housing Office

King Street,
Great Yarmouth, Norfolk
NR30 2PR

Estate management: Tel: 01493 857965

Repairs: 01493 857945

Gorleston Area Housing Office

46-50 Magdalen Way,
Great Yarmouth, Norfolk
NR31 7DA

Estate management: Tel: 01493 443004

Repairs Tel: 01493 440446/7

Repairs line (contact centre)

Tel: 01493 846381

Tenant Participation

Tel: 01493 846115 or 01493 846521

Community Housing Support Services...

Telephone: **01493 846219**

**Greyfriars House,
Greyfriars Way,
Great Yarmouth
NR30 2QE**

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us at the above address.

Jeżeli życzą sobie Państwo otrzymać poniższy dokument dotyczący zmian w innym języku lub formacie, lub gdy potrzebujecie Państwo pomocy tłumacza, prosimy o kontakt w tej sprawie.

Se desejar obter este documento noutra idioma ou formato, ou se necessitar dos serviços de um(a) intérprete, por favor contacte-nos.

Jei šį dokumentą norėtumėte gauti kita kalba ar formatu, ar jei jums reikia vertėjo paslaugų, prašome su mumis susisiekti.

Service Standards

Repairs & Maintenance



March 2010

Ref: Service Standards -
7) Repairs & Maintenance v1

**IN
TRAN**
communication for all



It is important to us that your homes are kept in good repair. When you report a repair we will set priorities and carry out work in a safe and professional manner with the least inconvenience.

These Service Standards have been written in partnership with tenants to let you know what you can expect from Great Yarmouth Community Housing.

The standards are monitored by the Service Delivery Working Groups where tenants and GYCH staff meet to improve services.

If you would like to be involved from filling out questionnaires to being interested in joining a Service Delivery working Group, the Tenants Forum or the Community Housing Board, please contact the Tenant Participation Team

Repairs & Maintenance Standards

We will

- provide an emergency service 24 hours a day, 365 days a year
- meet priority times for carrying out repairs i.e.
 - emergencies within 4 hours
 - urgent repairs within 24 hours
 - less urgent repairs within 3 working days
 - routine repairs within 20 days
- carry out high quality repairs to meet your needs, with minimal disruption and in a sensitive, clean and tidy manner
- ensure all operatives wear and show their identity badges.
- carry out annual safety checks on all gas appliances, oil central heating and smoke alarms.

We or our contractors will not

- use your electricity, gas, water, toilet, telephone or other facilities unless necessary and only with your permission
- smoke or use audio equipment e.g. radios within your home
- park vehicles irresponsibly on grass verges or drive in an unsafe manner.

Great Yarmouth Community Housing want to know what you think about the services we provide. We want to do things better and you are the best people to tell us how we can improve our services.

We believe that the more involved you are the more satisfied you will be with the services that you receive from us.

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