



HILLINGDON

Repairs and maintenance Fact sheet 1

When will my repair be completed?

We prioritise every responsive repair depending on its urgency and allocate a target for the maximum time that it should take to complete your repair. We will try to complete your repair more quickly than the maximum timescale. **The target timescales that we apply are:**

Emergency – 4 hours

Urgent - one working day

Routine - 20 working days

Minor works (these are larger jobs that require more planning) - 90 working days

Who will do the repair?

All Hillingdon Council employees wear a council uniform and carry official identity cards with their photograph. Our contractors also carry photo ID. They should always show you their card when you answer the door.

If you are not sure who is at the door, do not let them in. Ask them to wait outside, close the door and phone our contact centre repairs line on 01895 556600.

Age UK London (www.aubdlondon.co.uk) has a list of trusted local traders to Hillingdon residents. This list is available to anyone over 60 years old or anyone over 50 with a disability.

Will you send me an appointment reminder?

You will receive a text message when the appointment is booked and you will receive another text the day before the appointment. If you change your phone number please let us know so we can update our records.

Can my appointment be bought forward if I phone the council?

The council's job scheduling system finds the first available diary date. The contact centre and back office will not be able to bring routine appointments forward due to current demands.

Where can I find a list of what the council is responsible for repairing?

We have provided a comprehensive tick list at (www.hillingdon.gov.uk/repairsandmaintenance)

What do I do if I become unavailable for my repair appointment?

Contact the service as soon as you know you will not be available so that we reschedule your appointment to a more convenient time. This will allow us to bring another appointment forward for another resident who has been waiting for their repair.

What should I do if I miss my appointment?

If you miss the appointment our operative will leave a card in your letterbox. Please contact us using the details on the card to reschedule the visit. If you do not contact us within 7 days of the missed appointment your repair request may be cancelled.

What will happen if my repair cannot be completed in one visit?

There are many reasons why a repair cannot be completed first time, for example it is larger than reported, materials need to be ordered or scaffolding is needed. Our operative will explain the reason for why the repair cannot be completed on the first visit and will contact the office to arrange a second appointment with you. If the work needs to be done by a contractor, the operative will still call the office but the contractor will call you to make the second appointment.

How should I report a repair outside of normal working hours?

You can report a non-emergency repair at any time via the council's report it online tool. If you believe it is an emergency, please call 01895 556600 at any time of the day or night. You can find out further details of what emergencies the service covers at (www.hillingdon.gov.uk/repairsandmaintenance).