

Customer Service Standards

Gas Repairs



- Fix repairs that are our responsibility within the following timescales:
 - Emergency – repairs that present an immediate risk to safety, security or health. We aim to attend within 4 hours and complete within 24 hours.
 - Urgent – repairs that present a risk to you or your property if not dealt with quickly. We aim to complete within 3 days.
 - Routine – repairs that do not cause serious inconvenience. We aim to complete within 9 calendar days.
- We will ring to arrange convenient appointments for breakdown works.
- Our staff will wear a uniform and carry identification cards.
- Provide you with temporary heating if we cannot complete the gas repair straight away.
- Keep you fully informed of timescales if we need to order parts to complete the repair.
- We aim to complete as many of our repairs as possible (90%) on the first visit.

Our customer service standards are a set of commitments we make to residents about the services we provide and expected levels of performance. These standards were developed in partnership with our customers.

Our Employees will request customers to complete a satisfaction form on their PDA device after the works are completed. Please complete this to enable us to see if we are meeting our standards.