



Responsive Repairs Service Standards

We are committed to ensuring your home is well maintained and that our maintenance service is flexible and meets your needs.

We will:

- provide a 24-hour emergency call out service
- provide access to our out of hours repairs system for people who have hearing difficulties through a web link, OOHRepairs@endeavourha.co.uk
- attend to all emergency repairs within four hours
- complete urgent repairs within three working days
- complete routine repairs within 20 working days
- get it right first time by fixing your repair at our first visit
- offer a range of ways for you to report repairs:
 - email
 - web site
 - telephone
 - letter
 - or in person at our offices
- offer appointments for repairs at a time to suit you, including evenings and Saturday mornings for those who work
- check the quality of our service by:
 - inspecting 15% of all completed jobs
 - asking you for your feedback
 - using your feedback to improve our service
- listen to you and respond to any problems that you have
- respect your individual and personal circumstances
- routinely alter our response times for people who have support needs



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Our Contractors

Endeavour uses contractors who do repairs on our behalf. All of our contractors work to our high standards of customer care and sign up to our code of conduct. They will:

- introduce themselves to you, and show you their ID card
- tell you what repair they have come to fix and once the work is complete, check that you are satisfied
- treat you and your home with respect
- ask permission to use your electricity for power tools
- minimise disruption and mess
- reconnect and test services such as water, gas and electricity at the end of each day
- clear any rubbish relating to your repair
- comply with health and safety legislation and relevant codes of practice

You can get a full copy of our code of conduct from our website or by ringing us.

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Spanish

En caso de que el inglés no sea su idioma de preferencia, favor contactar Endeavour Housing Association, quienes podrán ofrecerle un servicio de traducción sin cargo, al **0800 9 80 90 50 / 01642 796200**.

Portugese

Se o Inglês não é a sua língua preferida, por favor contacte a Endeavour Housing Association, que pode fornecer-lhe um serviço de tradução gratuito, pelo nº. **0800 9 80 90 50 / 01642 796200**

Dutch

Als Engels niet uw taal van voorkeur is, neem dan contact op met Endeavour Housing Association via **0800 9 80 90 50 / 01642 796200**. Zij zorgen dan gratis voor een vertaling.

Kurdish

0800 9 80 89 50 / 01642 796200 فۆنۆی له ته رۆنگای ژماره له ، تکایه زمانۆی ئینگلیزی نییه ر ئۆگریتان به گه ئه وه کانۆی به تکاریه تاکو خزمه Endeavour Housing Association ن به ندى بکه یوه په 01642 796200 شتان بکات رگۆران پئشکه خۆرایۆ

Urdu

0800 سے Endeavour Housing Association ربانۆی اگر انگریزی آپ کی ترجیحی زبان نہی، تو برائے م پر رابطہ کریں، جو بال معروضہ ترجمہ کی خدمت فراہم کر سکتی ہے۔ **0800 9 80 90 50 / 01642 796200**

Farsi

0800 9 80 90 50 / 01642 796200 اگر انگلیسی زبان مطلوب برای شما نیست، لطفاً از طریق شماره تلفن انتیاریب ناگیار تروص هب همچرت تامدخ هئارا ناکم ات دیرگیب سامت Endeavour Housing Association با دوش مهارف.

Bengali

hw` BsfiwR Avcbvi cQf`i fvlv bv nq, AbyMÖn Kfi Endeavour Housing Association-†K
0800 9 80 90 50 / 01642 796200 b^fi †hvMv†hvM Kiæb, hviv webvg~†j` Abyev` cwi†lev cÖ`vb Ki†Z
cv†i

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Chinese Simplified

如果英语并非您所习惯于使用的语言,那么请致电 **0800 9 80 90 50 / 01642 796200**

与'全力住房协会(Endeavour Housing Association)'联系,本机构将能够为您提供免费的翻译服务。

Somali

Haddii Ingiriisigu uuna ahayn luqadda aad doorbideyso, fadlan la soo xiriir Endeavour Housing Association, oo kugu siin karta adrrg tarjumaad lacag la'aan, kana soo was **0800 9 80 90 50 / 01642 796200**.

Punjabi

ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਐਂਡੇਵਰ ਹਾਇਸਿੰਗ ਐਸੋਸਿਏਸ਼ਨ ਨਾਲ **0800 9 80 90 50 / 01642 796200** ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ, ਜੋ ਮੁਫਤ ਅਨੁਵਾਦ ਸੇਵਾ ਦੇ ਸਕਦੇ ਹਨ।

Arabic

إذا كانت الإنجليزية ليست لغتكم المفضلة يرجى الاتصال بجمعية إندوفر للإسكان على الهاتف رقم **0800 9 80 90 50 / 01642 796200** وسوف يوفرنا لكم ترجمة مجانية.

French

Si l'anglais n'est pas votre langage de choix, veuillez contacter Endeavour Housing Association au **0800 9 80 90 50 / 01642 796200**, qui vous offer un service de traduction.

Traditional Chinese

若您不擅於使用英文溝通,請聯繫 Endeavour 住房互助協會(Endeavour Housing Association)以便安排免費翻譯服務,聯絡電話是 **0800 9 80 90 50 / 01642 796200**

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