

ASTH304

Respond to customer requests for repairs



Overview

This unit is for you if you receive and respond to requests for repair work from customers. These requests could be received face-to-face or by telephone. You could be responsible for authorising or commissioning work directly or your responsibility could involve referring requests to appropriate colleagues.

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Performance criteria

You must be able to:

- P1 take and record the details of customers and their requests
- P2 question customers in a professional and appropriate manner to determine the nature of their requests
- P3 handle situations where customers become distressed, abusive or aggressive
- P4 identify whether the problem is the responsibility of your organisation and/or whether the repair should be charged to the customer
- P5 refer customers to other appropriate individuals or organisations when you are unable to meet their needs
- P6 arrange inspection visits, if necessary, to confirm any problems reported by customers
- P7 advise customers if their requests are not within your organisation's responsibilities
- P8 arrange for repair work to be carried out, including making appointments if necessary
- P9 follow your organisation's procedures for commissioning more complex works or those beyond the limits of your authority
- P10 refer problems which are beyond your authority or responsibility to appropriate staff
- P11 prioritise urgent repairs or those caused by service failure
- P12 keep full and accurate records of your decisions and the actions taken
- P13 carry out actions which are consistent with your organisational and legal requirements

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Knowledge and understanding

You need to know and understand:

- K1 your organisation's procedures for handling requests
- K2 how to communicate, and use questioning effectively
- K3 methods for critically analysing the information received
- K4 options for dealing with customers who have needs beyond your own expertise or authority
- K5 how to handle difficult situations involving customers
- K6 when you should charge customers for repairs
- K7 how to deal with repeat requests or service failures
- K8 the need to protect confidential information
- K9 the general layout, and terms used, to describe the features of properties which your organisation manages, and the types of faults which can occur
- K10 the responsibilities of your organisation under service agreements with customers
- K11 the responsibilities of your organisation under relevant legislation and regulations
- K12 other organisations involved in the delivery of services relating to your customers' housing
- K13 circumstances which require emergency action, particularly where there are health and safety risks
- K14 when and how to arrange and organise inspection visits
- K15 how to action repair work
- K16 the need for information to be accurate

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