

Overview

This standard is about receiving and responding to requests for repair work from customers, both face-to-face and by telephone. It is about authorising or commissioning work directly or referring requests to relevant colleagues.

Respond to customer requests for repairs

Performance criteria

You must be able to:

1. take and record the details of customers and their requests for repairs
2. verify the responsibilities of customers in relation to the maintenance of property and their liability to certain costs of repair
3. respond to customers and determine the nature of their requests for repairs
4. provide customer service which meets your organisational customer service standards and equality and diversity policy
5. identify whether the problem is the responsibility of your organisation and whether the repair should be charged to the customer
6. refer customers to other colleagues or organisations when you are unable to meet their requirements
7. arrange inspection visits, if required, to confirm problems reported by customers
8. advise customers if their requests are not within your organisation's responsibilities
9. arrange for repair work to be undertaken including making appointments with the customer
10. follow your organisation's procedures for commissioning more complex works or those beyond the limits of your authority
11. refer problems which are beyond your authority or responsibility to relevant colleagues or organisations
12. prioritise urgent and emergency repairs or those caused by energy service failure
13. keep records of your decisions and actions taken in accordance with your organisational requirements
14. undertake actions which are consistent with your organisational and relevant legal requirements

Knowledge and understanding

You need to know and understand:

1. your organisation's procedures for handling requests for repairs
2. the responsibilities of customers with respect to the condition of the property including customer liability for certain costs
3. your organisational customer service standards and equality and diversity policy
4. when customers should be charged for repairs
5. how to deal with urgent and emergency requests or energy service failures
6. the need to protect confidential information in line with the relevant data protection legislation
7. the layout and terms used to describe the features of properties which your organisation manages and the types of faults which can occur
8. the responsibilities of your organisation under service agreements with customers and relevant legislation and regulations
9. the relevant organisations involved in the delivery of services relating to your customers' housing

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Originating Organisation	Instructus
Original URN	ASTH213
Relevant Occupations	Resident Involvement Assistant; Housing Assistant; Housing Administrator; Housing Manager; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator; Assistant Portfolio Manager (without portfolio); Repairs Assistant; Revenue Officer/Assistant
Suite	Housing
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