

❖ **What will happen if the appointment is missed by me?**

- If a contractor or surveyor calls at your home for an arranged appointment and finds no one in, then the job will be cancelled. A card will be posted through your door informing you that someone has visited, but been unable to gain access. (The card will have the St Albans City and District logo on it). If you still wish for the job/inspection to be carried out it is **YOUR RESPONSIBILITY** to contact the repairs section (01727) 819256, who will then reissue the job/inspection.

❖ **Are all contractors included in the appointment system?**

- All of our main repairs contractors will be offering appointments for non-emergency repairs.
- There are, however, a few specialist contractors who will not be involved. The repairs staff will inform you if your job is going to be carried out by one of these contractors.

- **Don't forget, we need you to supply the Council with your up to date telephone number, if you have one, whenever you report a repair!**

- **To report a repair please contact us on 01727 819256 or e-mail us on h.repairs@stalbans.gov.uk**



ST ALBANS DISTRICT COUNCIL

HOUSING REPAIRS



APPOINTMENT SYSTEM INFORMATION LEAFLET

The information in this leaflet can be made available in large print, Braille, on audio tape, on computer disc or e-mail, by contacting the Housing Department on 01727 819256.

- From the Housing Repairs Best Value Review (2000-01) one of the main service improvements suggested by tenants, leaseholders, staff and contractors was that there should be an appointment system for non-urgent repairs.
- A trial appointment system (called a pilot) started on 15 April 2002 was completed on 15th October 2002.
- As of March 2003 the Appointment System will be in use across the District. When you contact us to report your repair you will be offered an appointment for most jobs. (see below for details)

❖ What will be covered by the appointment system?

- all internal non-emergency repairs (repairs with 3,7 or 25 day priorities)
- also if you request it, external non-emergency repairs
- all non-emergency housing surveyor pre-inspections

❖ How will I know when the contractor will call?

- An appointment will be offered either by the council when you report a repair or when an inspection is required OR by the contractor within 4 working days. **It is important that you supply the Council with your up to date telephone number, if you have one.**
- All contractor appointments will be offered within an a.m. (8am-1pm) or p.m. (1pm–5pm) time period. A ‘school run’ appointment time is also available (10am–2pm) so that for example, parents can make a school drop without worrying about missing the contractor.
- When booking an appointment, you will **not** be given a specific time, just an AM or PM or school run time period. However, if you have particular requirements within a time period, i.e. not available until after 11am, then please inform either the contractor or Council representative.

❖ How will I know when the surveyor will call?

- You will be able to arrange an appointment for the surveyor’s visit at the time when you request the inspection.
- All surveyor’s appointments will be offered within an AM (10am–12noon) or PM (2pm–4pm) time period. It will **not** be possible to give you a specific time.
- After the inspection, if repairs are necessary, an order will be raised. The contractor will then contact you within 4 working days, to arrange a convenient appointment.

❖ What will happen if the contractor misses the appointment?

- Hopefully the contractor will know in advance if they cannot make the appointment. Whenever possible, they should contact you before the scheduled appointment, apologise and rearrange another appointment date, which is convenient to yourself.
- If the contractor misses an arranged appointment **without** contacting you then please inform the repairs section on (01727) 819256 as soon as possible.

❖ What happens if I need to re-arrange/re-book the appointment

- If you know in advance that you will be unable to keep an arranged appointment, please get in contact with either the contractor or the repairs section (01727) 819256 to reschedule the appointment. (The telephone number of the contractor carrying out your repair will be on the customer acknowledgement letter you should have received in the post).