



# Repairs and maintenance Fact sheet 1

## When will my repair be completed?

We prioritise every responsive repair depending on its urgency and allocate a target for the maximum time that it should take to complete your repair. We will try to complete your repair more quickly than the maximum timescale. **The target timescales that we apply are:**

**Emergency – 4 hours**

**Urgent - one working day**

**Routine - 20 working days**

**Minor works (these are larger jobs that require more planning) - 90 working days**

## Who will do the repair?

All Hillingdon Council employees wear a council uniform and carry official identity cards with their photograph. Our contractors also carry photo ID. They should always show you their card when you answer the door.

If you are not sure who is at the door, do not let them in. Ask them to wait outside, close the door and phone our Resident Hub repairs line on 01895 556600.

Age UK London ([www.aubdlondon.co.uk](http://www.aubdlondon.co.uk)) has a list of trusted local traders to Hillingdon residents. This list is available to anyone over 60 years old or anyone over 50 with a disability.

## Will you send me an appointment reminder?

You will receive a text message when the appointment is booked, another text the day before the appointment and a third when the operative is on their way to you. If you change your phone number please let us know so we can update our records.

## Can my appointment be brought forward if I phone the council?

The council's job scheduling system finds the first available diary date. However, the repairs service back office does contact residents to bring jobs forward if another earlier slot becomes available for any reason.

## Where can I find a list of what the council is responsible for repairing?

We have provided a comprehensive tick list at ([www.hillingdon.gov.uk/repairsandmaintenance](http://www.hillingdon.gov.uk/repairsandmaintenance))

## What do I do if I need to change my repair appointment?

Contact the service as soon as you know you will not be available so that we reschedule your appointment to a more convenient time. This will allow us to bring another appointment forward for another resident who has been waiting for their repair.

You can reschedule your non-emergency repair online up to 48 hours before your actual appointment date at [www.hillingdon.gov.uk/requestrepair](http://www.hillingdon.gov.uk/requestrepair), even if you did not originally report it online. The website will provide you with the next available date. To rebook appointments within 48 hours of the visit, phone 01895 556600 and at the options menu say "appointment" then follow the additional instructions.

## What should I do if I miss my appointment?

If you miss the appointment our operative will leave a card in your letterbox. Please contact us using the details on the card to reschedule the visit. If you do not contact us within 7 days of the missed appointment your repair request may be cancelled.

## What will happen if my repair cannot be completed in one visit?

There are many reasons why a repair cannot be completed first time, for example a pre-inspection is required, or it is larger than or different from what was reported, or it requires materials to be ordered, scaffolding, or a specialist contractor.

Our operative will explain the reason for why the repair cannot be completed on the first visit and will contact the office to request a new works order and to book a new appointment with you. If the work needs to be done by a contractor, the operative will still call the office with their report and a new ticket will be raised for the contractor, who will then phone you to make the new appointment