

Penge Churches Housing Association
‘providing good quality homes and housing services in the
local community’

Residents Repairs Charter

We aim to provide an excellent repairs service. This charter sets out what we expect from our contractors.

Our contractors will:

- Treat residents and their homes with courtesy, respect and care.
- Ensure that the resident has clear information about the works to be carried out with clear and agreed timescales.
- Arrive at the property at the agreed time – advising residents of any delays.
- Wear ID and corporate clothing at all times.
- Give 24 hours notice to the resident if there is a need to turn off water, gas or electricity.
- Arrive with the proper, tools, and equipment needed.
- Wherever possible, do the work right first time to a high standard of workmanship.
- Use adequate protection – clean dustsheets to protect furniture and carpets.
- Clear up mess and remove rubbish on daily basis
- Replace furniture etc. as it was found.