



Eastlight Community Homes

Eastlight House, Charter Way,
Braintree, Essex, CM77 8FG

Call: **0330 128 0330 (local rate)**

Text: **07860 024 511**

Email: **customer.services@eastlighthomes.co.uk**

Visit: **www.eastlighthomes.co.uk**

If you need this booklet in a different format or language,
please let us know.



**OUR
REPAIRS
PLEDGE**





Andrew French
Head of Repairs
& Maintenance

“ This pledge sets out the repairs service you should expect to receive from Eastlight Community Homes.

“It has been created by a group of Eastlight staff and residents, who worked together to identify what matters to you when you need a repair and how we can meet your expectations.

“Our teams are proud of the service we provide. However, we recognise that we don’t get it right all of the time.

“Your feedback helps us identify where we should be doing better, so please get in touch if something isn’t right.”



When I request a repair...

- ✓ I will receive a friendly and professional response from Eastlight’s Customer Service Team.
- ✓ We will clearly communicate when we will visit your home to carry out the repair.
- ✓ We will explain the priority level of your repair, and if you are not happy we will find an alternative solution, where possible.



When you carry out a repair...

- ✓ We will contact you before your appointment to double check you still require the repair.
- ✓ If we have to postpone your repair, if at all possible we will contact you in advance to rearrange it.
- ✓ Our tradesperson will be polite, professional and complete your repair to a high standard.



When further repairs are required...

- ✓ We will keep you updated about progress, letting you know as soon as possible when we can complete the repair.
- ✓ If there are issues which will delay your repair, we will keep you posted.
- ✓ Wherever possible, we will send the same tradesperson to carry out the work.



After the repair is completed...

- ✓ We will tidy up after ourselves and leave your home in the condition we found it in.
- ✓ If there are any issues with your repair, please let us know and we will investigate and put it right.
- ✓ We will listen to your feedback and use it to make improvements to your repairs service.



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