

This leaflet can be provided in Braille, on
audio cassette tape/disk
and **large print** on request to
Cannock Chase Council on 01543 462621.

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Housing Maintenance Section

Our Vision

To provide a housing repair service that meets the needs of our tenants, which employees are proud to deliver, with a commitment to quality, customer care and value for money

Housing Maintenance Section

The Housing Maintenance Section forms part of the Council's Housing Division and currently undertakes responsive repairs and maintenance work on tenanted and empty properties within the Cannock Chase District, amongst a number of other tenant related functions. The Section is made up of a number of committed teams of repairs and maintenance professionals and craft operatives and is backed up by a small number of sub contract partners.

What Do We Do?

The section carries out in excess of 1800 jobs per month (21,600 per year) and repairs and maintains over 420 empty properties and takes over 38,000 telephone calls per year with approximately 38 craft operatives and 18 depot based employees including customer advisors, repairs inspectors and stores employees.

Where Are We?

The section is based at the Hawks Green Depot, Hawks Green Lane, Cannock. We can be contacted by email on housingrepairs@cannockchasedc.gov.uk or by telephone via the Repairs Reporting Centre on 01543 456816.

When Do We Work?

The Housing Maintenance Section covers emergency repairs 24 hours a day, 365 days a year. Our normal operating hours are between 8a.m. - 4.30 p.m. Monday - Thursday and 8a.m -3.30p.m. on a Friday. Out of Hours emergency cover is provided by a hardworking dedicated team of trades operatives and partnering sub contractors.

Our Tenants Repairs Charter

1. Health & Safety

We will undertake all work in a health & safety conscious manner.

2. Communications

We will keep you informed of our progress during your work.

3. Cleanliness, Noise & Dust

We will clean & tidy our work area before we leave your home, and keep noise and dust levels to a minimum.

4. Security & Identification

We will keep your home and property secure and not expose it to any unnecessary risks. We will show our identification on arrival and will be happy to show it again anytime you request.

5. Appearance

We will be smartly dressed and our operatives will wear a recognisable blue uniform with the Council logo on it.

6. Diversity & Language

We will respect your way of life and try not to offend it by use of inappropriate language or mannerisms.

7. Respect, Courtesy, Privacy & Confidentiality

We will respect and show you courtesy, and we will not eat, drink, or use the bathroom in your home unless you give us permission to do so. We will also respect your privacy and confidentiality at all times.

8. Skilled, Competent & Experienced

We will ensure all our employees are professional, competent and experienced in the work they carry out in your home.

9. Responsiveness & Reliability

We will respond to your needs and adapt our approach accordingly, where possible making suitable appointments with you to undertake repair work. We will be reliable and try to do our very best to keep any appointments we have made.