



## **Erimus Housing Service Standards**

### **Maintaining your home**

1. We aim to respond to your repair request within the following timescales:
  - Emergency repairs – within two hours
  - Urgent repairs – within three to seven days
  - Routine repairs – within 15 working days
2. We aim to offer you an appointment for your repair at the time you report it.
3. We aim to quality check 10% of all repairs carried out to our homes.