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3284666
Registered as a charity with the Charity
Commission Reg No 1066916



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Repairs and Maintenance Strategy



2017-21

Repairs and Maintenance Strategy Themes

Theme 1 - Standards

Theme 2 - Health & Safety/Compliance

Theme 3 - Costs/Efficiency

Theme 4 – Investment in Modern
Technologies







Repairs and Maintenance Summary

We are a business reliant on property it is imperative that our customers are able to easily access services for repairs and maintenance.

The underlying objective of the Repairs and Maintenance Strategy is customer service and efficiency. This strategy sets a clear direction to achieve our aspirations and meet our customers' wishes. In this way we will provide high quality homes that are legally compliant and meet the needs of our diverse customer base.







Standards

-  We will work with customers to understand their expectations.
-  We will continue to promote our customer service culture.
-  We will work with CSL to provide affordable services.
-  We will strive to achieve Right First Time on 98.5% of repairs.
-  We will ensure that our customers, contractors and staff are fully aware of what is expected of them.
-  We will set out clear standards and monitor performance.



Health & Safety/Compliance

-  We will ensure that our homes not only meet, but exceed sector compliance standards.
-  We will work hard to ensure that all stakeholders understand their roles and responsibilities in respect of health and safety.
-  All staff will hold suitable technical qualifications.
-  We will place Risk Management as a critical part of service delivery and the management of construction projects.
-  We will understand our risk profile and share all information necessary to avoid incidents and accidents.

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Repairs and Maintenance Themes

The principal focus driving this new strategy is to better understand our service requirements and will allow us to clearly set out customer services standards and cultural expectations of staff and contractors. We will continue our drive to provide the best possible services to our customers in a cost effective way. To meet this objective, there are four clearly defined Themes:-





- Theme 1 - Standards
- Theme 2 - Health & Safety/Compliance
- Theme 3 - Costs/Efficiency
- Theme 4 – Investment in Modern Technologies



Investment in Modern Technology

-  We will invest in new technologies to increase efficiency.
-  We will ensure that we update our property assets.
-  We will continue to develop mobile working opportunities.
-  We will maintain detailed property records to allow us to undertake appropriate repairs.

Costs/Efficiency

-  We will concentrate our investment in our core stock.
-  We will work with customers to address missed appointments.
-  We will review our material specifications and remain open minded to new and innovative products.
-  We will take a more flexible 'most suitable time appointment' approach to allotting repair works.

