

# Housing Repairs

## Purpose

**Fix My Home**

## Value Demands

- I need a repair
- Help me live in my home

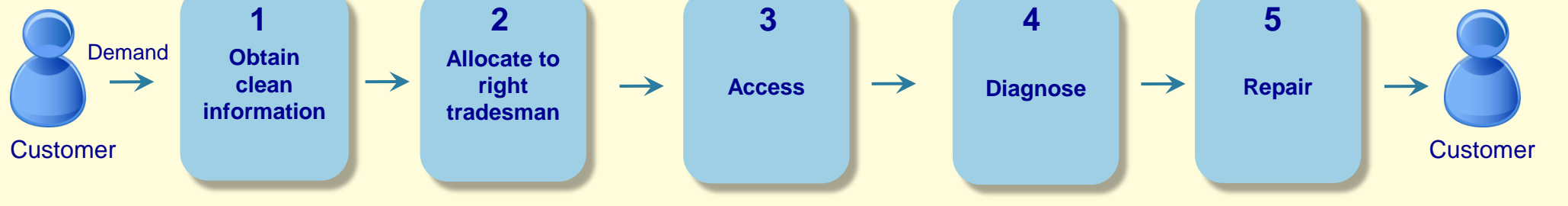
## Customer

- Residents of council owned properties
- The building itself

## What matters?

- Turn up when you say you will
- Undertake the right repair
- My repair stays fixed
- Treat me as an individual
- Don't charge me unfairly
- Keep me informed
- Help me live in my home
- Don't make my home look worse

## Value Steps



## Measures

	Old World	New World
<b>End to End Time</b> (Average time taken to fix a repair)	89 days	6 days