

# Housing Repairs

## Purpose

**Fix My Home**

## Value Demands

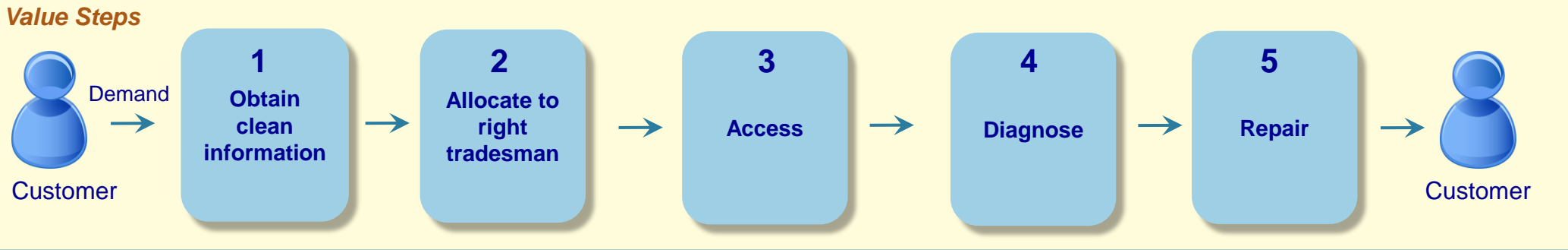
- I need a repair
- Help me live in my home

## 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



## Measures

**Old World    New World**

**End to End Time**

(Average time taken to fix a repair)

89 days

6 days