

Reactive Repairs

Our website explains which repairs we are responsible for fixing in your home. These repairs will be carried out either by our contractors or their sub-contractors that work for them.

You can report a repair

- online [Repairs & maintenance - Exeter City Council](#)
- by email housing.repairs@exeter.gov.uk
- by calling us on 01392 265031
- Tenant portal app
- Or in person at Exeter City Council, Civic Centre, Paris St, Exeter EX1 1JN.

What you can expect from us

When we carry out a repair to your home, we will:

- agree an appointment that works for you within normal working hours
- arrange an appointment outside of normal working hours for those residents that work and are unable to meet during the working day (there are a limited number of these appointments available)
- treat you and your home with respect
- explain what work we are doing and how long it will take
- aim to fix the problem on the first visit
- check for other safety issues, such as damp or mould while we are there.

We respond differently depending on the urgency of the repair and will always prioritise emergencies, which will be attended within 4 hours. Routine visits will be completed within 28 working days.

Damp and mould

If you report damp or mould, you can expect us to:

- ask you some questions to understand the issue
- arrange a visit to inspect and treat mould where needed
- respond within Awaab's law timescales if the hazard is deemed and emergency (24 hours) or significant hazard (10 working days)
- plan and complete any follow-up work within clear timescales
- review safety checks and property condition.

To keep your home safe, you can expect us to carry out regular checks, including:

- inspections for damp, mould and other risks
- regular surveys of your home to plan future improvements

We will visit your home every 5 years to undertake a detailed inspection. This allows us to plan future investment and ensure that your home remains in good condition.

We will measure our success by:

- the number of tenants satisfied with their repairs
- the number of repairs completed on the first visit
- damp and mould emergency works attended within 24 hours
- number of damp and mould significant works investigated within 10 working days
- a percentage of completed works will be inspected by either our contractor or ourselves
- making sure our contractors regularly attend our Residents Focus Groups to provide their feedback.

