

# ASTH213

## Respond to customer requests for repairs



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### Overview

This standard is about receiving and responding to requests for repair work from customers, both face-to-face and by telephone. It is about authorising or commissioning work directly or referring requests to appropriate colleagues.

# ASTH213

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### Performance criteria

*You must be able to:*

- P1 take and record the details of customers and their requests
- P2 clarify the responsibilities of customers in relation to the maintenance of property and their liability to certain costs of repair
- P3 question customers in a professional and appropriate manner to determine the nature of their requests
- P4 handle situations where customers become distressed, abusive or aggressive
- P5 identify whether the problem is the responsibility of your organisation and whether the repair should be charged to the customer
- P6 refer customers to other appropriate individuals or organisations when you are unable to meet their needs
- P7 arrange inspection visits, if necessary, to confirm any problems reported by customers
- P8 advise customers if their requests are not within your organisation's responsibilities
- P9 arrange for repair work to be carried out, including making appointments if necessary
- P10 follow your organisation's procedures for commissioning more complex works or those beyond the limits of your authority
- P11 refer problems which are beyond your authority or responsibility to appropriate staff
- P12 prioritise urgent repairs or those caused by service failure
- P13 keep full and accurate records of your decisions and actions taken
- P14 carry out actions which are consistent with your organisational and legal requirements

# ASTH213

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### Knowledge and understanding

*You need to know and understand:*

- K1 your organisation's procedures for handling requests
- K2 the responsibilities of all relevant parties with respect to the condition of the property including customer liability for certain costs
- K3 options for dealing with customers who have needs beyond your own expertise or authority
- K4 how to handle difficult situations involving customers
- K5 when you should charge customers for repairs
- K6 how to deal with repeat requests or service failures
- K7 the need to protect confidential information
- K8 the general layout and terms used to describe the features of properties which your organisation manages and the types of faults which can occur
- K9 the responsibilities of your organisation under service agreements with customers
- K10 the responsibilities of your organisation under relevant legislation and regulations
- K11 other organisations involved in the delivery of services relating to your customers' housing
- K12 circumstances which require emergency action, particularly where there are health and safety risks
- K13 when and how to arrange and organise inspection visits
- K14 how to action repair work

# ASTH213

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