Here are the service standards you can expect when you book a repair. These have been chosen by TVH residents as the ten most important aspects of the service experience when a repair is carried out.

We aim to ensure this is the minimum standard you can expect from your service.

1. Axis will do their best to fix your repair the first time they visit you.
2. Axis staff will be courteous and professional.
3. Axis will phone or text an appointment reminder. They'll also send a text if they think they may be delayed.
4. Axis will offer convenient appointments, including evenings and weekends.
5. If essential services, such as water or electricity, need to be turned off during the repair, Axis will make sure they are turned back on when they are finished for the day.
6. If additional work is needed, Axis will do their best to revisit the same day. If this is not possible, they will do so at your earliest convenience.
7. Residents will be able to order repairs and track them online in MyTVH.
8. Axis will employ a Resident Liaison Officer who will work with residents to make sure any complaints you have are resolved satisfactorily.
9. Appointments will be made when the resident first reports a repair.
10. No more than 30% of the repairs carried out will be done by any other sub-contractors than Axis.