

Restart Repairs, Maintenance & Adaptations

Reporting a Repair

If you notice something that needs fixing, you can report this in the following ways:

- Telephone – 01782 815879
- In Person at the Office
- By letter or e-mail
- Speaking to any staff member

Repair Categories

Emergency Repairs (within 24 hours)	Urgent Repairs (within 7 working days)	Standard Repairs (usually within 28 working days)
<ul style="list-style-type: none">• electrical faults• burst water pipes or loss of water supply• overflowing sewage• no heating in winter• security risk• securing property following a fire, domestic violence incident or police activity• any repair that puts you or others in danger	<ul style="list-style-type: none">• minor roof leaks• water coming through doors/windows• partial loss of electricity• no hot water• partial loss of water supply	<ul style="list-style-type: none">• general repairs & decoration• external works (e.g. fences & gates)• easing doors/windows• repairs to flooring that is not hazardous• small plumbing issues (e.g. dripping taps)

Please note: If you can smell gas and suspect you have a gas leak, you must phone the gas emergency number on **0800 111 999** (0800 numbers are free from mobile phones) and ensure you are safe before calling us.

What happens next?

Our maintenance team will endeavour to complete your repair promptly, within allocated timescales. Sometimes there might be a delay that is out of our control, and in these cases, we will do all we can to keep them to a minimum. Your safety and satisfaction are our top priority.

Repairs you have to pay for

Sometimes you will be asked to pay for repairs carried out in your home. This will be the case if;

- it is caused by misuse, neglect or deliberate damage by you or your visitors
- if property items need to be replaced due to deliberate damage or proven theft
- if you lose keys and require replacements and/or a lock change

Aids & Adaptations

Because of the temporary nature of our accommodation, we are unable to assist with major property adaptations. We will consider small scale, non-structural alterations or additions that make your home safer and make it easier for you to move around and do everyday tasks. Your first step is to speak to your Housing Support Worker about any aids & adaptations you require.

For more details on any of the above, the full Repairs & Maintenance Policy and the Aids & Adaptations Policy are available upon request.