



## How to report a repair



business for neighbourhoods

## **How quickly will repairs be carried out?**

When you report a repair, we will arrange for our contractors to make an appointment with you to carry out the work.

**Please make sure you are at home when the works are due as missed appointments waste our time and your money!**

Depending on the type of repair needed, the work will be carried out within the following timescales:

**Emergency** – within 24 hours. Examples include flooding, fire or storm damage, total electrical failure, toilet not working (where there is only one at the property) and total loss of heating in winter months for older people. We will make the situation safe within the timescale, but may have to carry out follow-up work to complete the repair, for example boarding up a window until a full repair can be undertaken.

**Urgent** – within 5 working days. Examples include plumbing repairs, leaking roofs and minor electrical faults.

**Routine** – within 20 working days. Examples include dripping taps, doors and windows that need easing and repairs to internal fittings.

We publish information annually on our performance in completing repairs.



## Right to repair

We may compensate you if certain 'qualifying' emergency or urgent repairs that you report are not responded to within the time limits. Examples include:

### Qualifying emergency repairs

- total loss of electrical power
- unsafe power supply, lighting socket or electrical fitting
- total loss of water supply
- total or partial loss of gas supply
- blocked flue to open fire or boiler
- total or partial loss of space or water heating between 1 November and 30 April
- blocked or leaking foul drain, soil stack or (where there is only one WC) toilet pan / toilet not flushing
- leaking water pipe, heating pipe, tank or cistern
- Insecure external window, door or lock

### Qualifying urgent repairs

- partial loss of electrical power
- partial loss of water supply
- total or partial loss of space or water heating between 1st May and 31st October
- blocked sink, bath or wash-basin
- tap that cannot be turned
- leaking roof
- loose or detached banister or handrail
- rotten timber flooring or stair tread
- door-entry system not working
- mechanical extractor fan not working in internal kitchen or internal bathroom

If we have not carried out the repair within the time limit, you should let us know so that we can try and resolve the situation within a reasonable timescale. If we do not meet the new time limit you may be entitled to compensation.

The amount of compensation is £10, plus £2 for each day the repair has not been undertaken up to a maximum of £50. We will not pay compensation if you failed to provide us with access to your home.



## **Our contractors**

We expect all our contractors to be courteous and respectful of your home when they visit you. They should also show you photo ID before entering your home and work is a safe and responsible way. Our staff and contractors will not work in homes where only children are present.

We regularly monitor the effectiveness of our contractors and the repairs service and send out satisfaction surveys if you report a repair. Please complete this as it helps us to review and improve our service to you.

## How to report a repair

Most tenants need to contact us at some stage to report a repair. You can do this in the following ways:

- **Telephone** – call us during working hours, or leave a message on the answerphone service



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- **Write to us**

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- **Fax us**

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- **Visit us** – at our offices in working hours to report your repair

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- **On-line** – send us your request via our website

## Out of hours emergency repairs

If you have an emergency repair when our offices are closed, please call one of the people listed under 'Report a Repair' on our website. These details are also provided in your newsletters, and with your Tenant's Handbook.

## Gas leaks

If you think you can smell gas switch off your gas supply, open your windows, do not use any electrical appliances or naked flames and make sure everyone leaves the building. Telephone the Gas Emergency Service immediately on freephone **0800 111 999**.



*For further information contact us at*

Hundred Houses Society  
51 Scotland Road  
Cambridge. CB4 1QW

Telephone: 01223 315036

Fax: 01223 315087

Email: [info@hhs.org.uk](mailto:info@hhs.org.uk)

Website: [www.hhs.org.uk](http://www.hhs.org.uk)

We are open Monday to Friday  
(excluding public holidays)

Our switchboard is open from 8.45am to 5.00pm  
(4.30pm on Friday)

Our offices are open from 9.00am to 4.30pm  
(4.00pm on Friday)

We can arrange to visit you at home if this is easier for you. We usually arrange visits during our opening times, but in some cases can arrange appointments up to 7.00pm on weekdays.

On the last Tuesday of each month we have staff training and our offices will not open until 11.00am

If you have difficulty in understanding this document or need it in another format such as Braille, large print, audiotape or translated into another language, please let us know.

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CUSTOMER SERVICE EXCELLENCE