

# How to report a repair



We aim to provide an efficient, value-for-money repairs and maintenance service for our tenants. We are committed to giving a service which responds to the needs of our tenants, and which fulfils our responsibilities as a landlord to make sure that everyone living in our homes is healthy and safe.

### **How do I report a repair?**

You can report a repair to us:

- in writing;
- by phone;
- in person;
- by e-mail; or
- via our website.

You can even get someone else to report it for you if that's easier. Either way, you will need to give us the following information.

- Your name.
- Your address.
- A daytime contact phone number.
- Times when someone will be at home.
- As much information about the repair as you can.



The freephone number for our Repairs team is 0800 316 0897.

## **What are Two Rivers Housing responsible for?**

As your landlord, we are responsible for repairs to:

- the structure of your home;
- our fixtures and fittings;
- services and sanitation, including sinks, baths and toilets;
- your heating and water-heating systems (if we have fitted them); and
- paintwork on the outside of the property.

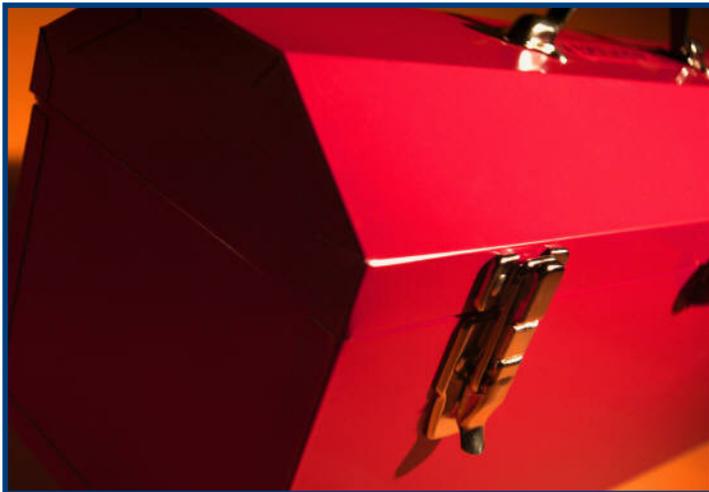
## **What am I responsible for?**

There are some repairs which will be your responsibility to fix.

Some of these are:

- door handles inside your home;
- sink and bath plugs and chains;
- electrical faults caused by a faulty appliance;
- decorating inside your home;
- broken or cracked glass, if caused by you, a family member or a visitor; and
- the hose connection for the washing machine.

For a full list or more information, please contact our Repairs team on freephone 0800 316 0897 or see the Tenants' Handbook.



## What if I have a repair to report when your offices are closed?

If you have an emergency repair when the office is closed, you can still call our usual phone number, 0800 316 0897 and your call will be transferred to our out-of-hours service.

The following repairs are classed as an emergency.

- Gas leaks – you should contact Transco (Freephone 0800 111 999) immediately if you smell gas or think there might be a leak. If you can; turn your gas off at the meter, open as many windows as possible and do not touch any electrical switches or lights until it is safe to do so.
- Burst pipes or water-supply failure, especially if they are causing damage to the property.
- Blocked drains or a toilet causing flooding (we may charge you if you caused the blockage).
- A seriously damaged or dangerous roof.
- Complete failure of your heating system (between October and April).
- Failure of lighting in shared areas.
- No hot water or taps that won't turn off.



## How long will my repair take?

When you report your repair, we can tell you how long it will take to fix.

- Emergency repairs – we will be there within two hours and complete the repair within 24 hours.
- Urgent repairs – we will complete these within five working days from the day it is reported.
- Non-urgent repairs – we will finish these in 15 working days from the day it is reported to us.

Please note that working days are Monday to Friday (We do not count bank holidays as working days).



## Will you charge me for the cost of the repair?

If a repair is needed because you, or someone living with or visiting you, have damaged the property, we will give you the choice of whether you want to fix it yourself or pay us to repair it for you.

If we make an appointment to carry out your repair or come out on an emergency and you are not in (and you needed to be there for us to get in), we will charge you for the wasted trip.

## Can I make any alterations in my home?

If you want to carry out any alterations or improvements to your home, you must let us know and get our permission in writing before you start work. This is so that we can double-check that your plans will not damage your home or make it unsafe for you to live in. The sort of improvements you must let us know about are extensions, knocking down a wall or installing central heating.

If you are in any doubt, check with us first.

## What if I have difficulty getting around my home?

Let us know you have a disability so we can ask an occupational therapist to assess whether you can get help with equipment or adaptations to your home to make things easier for you. There are more details about this in our 'Adaptations: understanding the process' leaflet.

## CONTACT US

**Telephone: 0800 316 0897**

**Mobile: 0300 100 0896\***

If you would like this leaflet in large print, braille, on audio CD or in another language, please call us.

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

**Email:** [customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk)



[/tworivershousing](https://www.facebook.com/tworivershousing)



[@TRHousing](https://twitter.com/TRHousing)