

How To Report a Repair

SEVEN LOCKS HOUSING

— Strong **Foundations,**
Stronger **Communities**.....

SEVEN LOCKS

HOUSING

**If you smell Gas Telephone
National Gas Emergency Service 0800 111 999**

Who is responsible for repairs to my home?

Seven Locks Housing is responsible for all repairs to the structure of your home. We are also responsible for repairs to all fixtures and fittings that we have supplied.

The Repairs Process

It is very important to us that our properties are kept in the best possible condition. As a tenant of one of our properties it is your duty to tell us about any defects that occur in your home.

Once a repair is reported the works are ordered on a priority basis. If a repair is an emergency the works will be ordered straight away. Other repairs are ordered on a priority basis however we do aim to fix all repairs as soon as possible. When you report a repair in most circumstances you will be given an appointment when the work is to be carried out

Where it is not clear what the extent of the problem is, we will send out a Maintenance Officer to visit you and assess the problem. The Maintenance Officer will visit you within 5 working days of you reporting the repair.

What Repairs am I responsible for?

As a customer of Seven Locks Housing you are responsible for internal redecorations and a few other minor repairs.

The details of these are included in your Tenants Handbook.

Seven Locks Housing, 1A Anson House, 8 Compass Point, Northampton Road,
Market Harborough LE16 9HW

Tel: 01858 414500, **Fax:** 01858 419156, **Email:** info@sevenlockshousing.co.uk

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How do I report a repair?

Seven Locks Housing operates a dedicated Freephone Repairs Reporting Line. This operates Monday to Friday from 9am to 5pm.

The number to call is: **0800 1300 365**

If you are ringing outside office hours because you have an emergency repair to report please use the same number: **0800 1300 365**

To help us to deal with your repair effectively please be prepared when you contact us to give us the following important information.

-  Your name, address and best telephone number to contact you.
-  As much detail about the repair or defect as you can.
-  Tell us what has happened and what problems this has caused.
-  Tell us the location of the repair, is it inside or outside, which room or which part of the fixture.
-  Tell us when someone is usually at home to give our contractors access to carry out the repair.

Providing us with as much detail as possible when you contact us will help us to make sure that you get your repairs completed quickly and properly.

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Our Commitment to you

Seven Locks Housing are committed to providing an efficient and value for money repairs service to maintain our properties and your homes.

Seven Locks Housing also post-inspects a proportion of its repair work to check the quality of completed repairs. The Maintenance Officer may visit you a little while after the work is completed to do this.

Complaints and Feedback

If you experience any delays in getting your repair(s) done, or if you are unhappy about the quality of the work or about how a member of staff treated you, then please let us know. Seven locks Housing will try to resolve the issue immediately. If you are still not happy with our service you are welcome to use the Seven locks Housing Complaints Procedure.

This leaflet gives advice about how to Report a Repair - If you or someone you know needs this information in another format or language, please contact Customer Service on 01858 414500.

We keep a central register of our customers' with special communication needs so you only need to tell us about your requirements once.