

- Damage to any item caused by you, other residents or visitors
- Minor repairs you are able to complete

### Rechargeable Repairs

If a repair has to be carried out, for example if it is a Health and Safety issue or the property is not secure, we will carry out the repair and charge you. In most cases you will need to pay for this before we carry out the repair.

### Leaseholders

If you are a Leaseholder your lease tells you what repairs we need to do and what repairs you are responsible for. If you are in doubt please ask at your housing office.

### Working In Your Home

Most of the repairs we carry out in your home are done by our own staff, who work for a part of our organisation called HomeWorks. For certain repairs we also use contractors who carry out work for us. Examples are S.P.I Limited who carry out work to your gas central heating and specialist contractors who do some programmed works for us.

Whoever comes to carry out work to your home you can expect them to offer you identification and tell you what they have come to do. You can also expect them to be polite, tidy and complete the repair to a good standard.

More details on what you can expect when we work in your home can be found in our Customer Information leaflet - Code of Conduct which is on our website [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk) or available on request from your housing office.

### Repair Centre

**0845 850 6090**

Fax 024 7643 8297

Email [repairs@whitefriarshousing.co.uk](mailto:repairs@whitefriarshousing.co.uk)

If you are reporting a repair by fax or email please give us as much information as possible (for example, if you are reporting a window repair please tell us if the window is plastic or wooden). Please also include contact phone numbers so we can contact you if more information is required and to arrange an appointment.

### Need help in your own language?

French

**Pour vous assister en votre propre langue**

Portuguese

**Assistencia na sura propria lingua**

Somali

**Luqadaadoo lugugu caawinaayo**

Farsi

**برای کمک به زبانتان**

Arabic

**لمساعدتكم في لغتكم**

Kurdish

**بۆیارمه تێدان به زمانی خۆت**

☎ 024 7676 7000



## Your Repairs Service



Whitefriars Housing Group Ltd  
9 Little Park Street, Coventry, CV1 2UR  
Web [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)  
Email [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk)  
a charitable, industrial & provident society

Information correct at time of production.

NW677/11.06/r11.07



## Your Repairs Service

**Our aim is to make sure your home is well maintained. To do this we make sure it is easy for you to report a repair. We will arrange with you to carry out the repair and will try to give you an appointment. When this is not possible, we will tell you when you can expect the repair to be completed. You are responsible for some repairs and to make sure your home is not damaged.**

### Reporting a Repair

If a repair is needed to your home, please report it as soon as possible, particularly if it affects your health and safety.

Our Repair Centre is available for you to report a repair 24 hours a day. You can call us with any repair request between 9am and 5pm - Monday to Friday. At all other times (including Bank Holidays and Weekends) we would ask you to only report Emergency Repairs.

Repair Centre 0845 850 6090

Our staff will ask you questions to make sure we send the right person to the job and to decide when the repair needs to be completed.

You can also email or fax our Repair Centre with your repair request (contact details on the back page) or write a letter to your Housing Office.

For all repair requests please give us as much information as possible, your contact telephone number and times you are normally at home.

## How Soon Will The Repair Be Done?

We will try to give you an appointment when you contact us. If that is not possible, the priority code tells you the maximum time you should have to wait for a repair. Some examples of the sort of repairs that fit into each priority code are:

### Priority 1 - Within Two Hours

These repairs need to be done immediately to avoid serious danger.

- Major disaster or fire
- Major water leak
- Gas leak (1 hour response)

### Priority 2 - Within Twenty-Four Hours

These repairs present a potential, but not immediate risk to Health and Safety.

- Clearing sewerage drains and manholes
- Clearing blocked rubbish chutes
- Toilet not working (only one in property)

### Priority 3 - Seven Calendar Days

These repairs may affect you or cause damage if left for too long.

- Loose banister or handrail
- Leaking roof

### Priority 4 - 28 Calendar Days

These are repairs which are not urgent.

- Brickwork
- Plasterwork
- Dripping taps

## Planned Repairs

Some repairs are planned as part of a programme to maintain or improve your property. These may take longer than 28 calendar days. Examples include painting to communal areas and roof replacements.

More details are also available on our Customer Information leaflet - Repair and Maintenance, which is on our website [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk) or available on request from your Housing Office.

## Your Responsibilities

You are responsible for some repairs to your properties. Some of these are referred to in your tenancy agreement, but if you need help please ask at your Housing Office. Examples of repairs you are responsible for include:

- Decoration inside your home
- Cookers, washing machines and fridges (unless provided by us) - including getting the right connection
- Electric plugs and fuses
- Light bulbs
- Replacement of batteries in battery operated smoke alarms
- Plugs and chains to baths, sinks and wash hand basins
- Television aerials (unless communal)
- Fences between gardens (except the privacy panel)
- Key replacement, including locks if keys are lost or stolen - remember your Home Insurance may cover you