

How to report a repair



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

In this leaflet you will find information on:

- How to report a repair
- Our repairs responsibilities as your landlord
- Your responsibilities as a tenant
- How to report a repair outside of our office hours
- How long it will take to complete a repair
- When you may be charged for a repair
- If you can make alterations to your home
- What to do if you are having difficulty getting around your home



How do I report a repair?

You can report a repair:

- in writing
- by phone
- in person
- by email or
- using the secure 'My account' section of 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 provide.
- We may also ask you to take photos or a short video of the problem and send this to us to help us understand the issue.

The freephone number for our repairs team is 0800 316 0897 and you'll find the rest of our contact details on the back of this leaflet.

Did you know...

If you use 'My account', you can report an urgent or routine repair at any time of the day or night, any day of the week - and you can also book the appointment at the same time.



Our responsibilities

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).
- paintwork on the outside of the property.

Your responsibilities

Some repairs are your responsibility to fix, these include:

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

You will need to let us know about any repairs you intend to make yourself. To provide information or find out what repairs you are responsible for, please contact our repairs team on freephone 0800 316 0897. You can also find more information in our [Tenant's Handbook](#), which you will find in the 'Library' on our website - www.tworivershousing.org.uk.



How to report a repair outside of our office hours

If you have an emergency repair outside normal office hours, 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. Contact the National Grid (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 this is 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 your repair take?

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

- **Emergency repairs** – we aim to be there within four hours of the repair being reported to make the situation safe and, if necessary, try and complete it within 24 hours.
- **Urgent repairs** – we will complete these within five working days from the day it is reported.
- **Non-urgent repairs** – we will complete these within 20 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 repairs?

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 you make alterations to your 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 we can double-check your plans will not damage your home or make it unsafe for you to live in.

The sort of improvements we need to know about are extensions, knocking down a wall, or installing central heating.

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

What to do if you are having difficulty getting around your home?

If you have a disability that is making it difficult to get around your home, let us know. We will work with 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

Website: www.tworivershousing.org.uk

Email: customerservices@2rh.org.uk

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

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