



## Haig Housing Reporting Repairs: Our Policy

This leaflet is a summary of how to report repairs including central heating problems

**Do you smell GAS?  
Call NATIONAL GAS EMERGENCY SERVICE 0800 111 999**

**Do you smell or see FIRE?  
Call 999**

For emergency repair work out of office hours call:

**020 8685 5777**

Your call will then be redirected to the Out Of Hours Contractor.

## REPORTING A REPAIR DURING OFFICE HOURS

There are three ways to report any repair:

- Telephone: 020 8685 5777 and choose 'Option 1' (this includes central heating problems)
- Email: repairs@haighousing.org.uk
- Write: to Repairs at Haig Housing at the address below

Please do not report repairs to any of our contractors.

## WHEN REPORTING A REPAIR

**Please have the following information available when reporting a repair:**

- Your name, address and flat/house number
- A full description of the problem and what you feel may be required
- What has caused the problem and whether it is causing damage
- Details of how you can be contacted to make an appointment such as your work or home telephone number or a day when you can be, or are regularly, at home and any times when you are not available
- Photographs by email or post if possible

## AFTER REPORTING YOUR REPAIR

Your repair will be categorised based on the information you provide and you will be given an indication of how long it will take to carry out the work required under the following criteria:

<b>Emergency</b>	within 24 hours to attend, make safe and, if possible, complete the repair
<b>Urgent</b>	within 5 working days
<b>Routine</b>	within 21 working days
<b>Other</b>	within an agreed timescale

A Works Order is sent to the contractor. You will be sent a letter confirming the contractor, the repair and completion timescale. If you do not receive this, you should re-contact the Repairs Department at Haig Housing. You should contact the contractor to make an appointment for them to call at a time to suit you. The appointment should be arranged in time for the contractor to complete the work within the appropriate timescale.

## MISSING APPOINTMENTS

If you have reported a repair and have made an appointment for the contractor to call, you must stay in your home, or arrange for someone to be there, at the agreed time. If a contractor arrives for an arranged appointment and cannot gain access, you may be charged for the cost of the abortive call-out plus Haig Housing's administrative costs.

## RESPONSIBILITY FOR THE COST OF REPAIR

If the cause for the repair is your responsibility, it maybe possible for Haig Housing to carry out the work on your behalf but you will be charged for it. Please refer to the Repairs and Maintenance Policy Guide.