



Reporting a Repair



HOTLINE NUMBER 0845 057 0080

Reporting a Repair

All calls for day-to-day repairs to properties managed by South Lakes Housing are taken by our Customer Enquiry Centre where the team will be on hand to take your calls from 8:00 AM – 6:00 PM, Monday to Friday. There will also be a direct connection to the emergency service at any other time.

You can report a repair during office hours by

- Calling the Customer Enquiry Centre on **0845 057 0080 (24 hour)**
- By email to info@southlakeshousing.co.uk
- By text message from a mobile phone to **0792 0593487**

Reporting emergencies

You can report an emergency repair outside office hours by calling **0845 057 0080** when your call will be re-directed to our emergency out of hours contact centre.

How long will it take to carry out a repair?

This will depend on what the repair is. We will give a target for each repair. All repairs that require access will be given an appointment. These are as follows:

Emergency Repairs	Attend as soon as possible to make safe, and complete within 48 hours. Eg a serious water leak.
Urgent repairs	Completed within one week
Routine work	Any other repairs including any requiring an appointment (completed within 3 weeks)
Non urgent	(Completed within an agreed period not more than 12 weeks)
Batched	Minor repairs grouped within street/area (completed within 12 weeks)

Emergency access for repairs?

You must allow South Lakes Housing's workmen into your home for repairs to be inspected or carried out. In an emergency South Lakes Housing may enter your home without giving you any notice.

Problems with gas electricity and water

Gas: If you smell gas, turn off the gas supply at the meter and telephone Gas Emergency Services **0800 111 999** immediately but tell South Lakes Housing too.

- Do open doors and windows to get rid of the gas
- Do put out naked flames
- Don't smoke
- Don't turn electric switches on or off

If a gas appliance (e.g. a gas fire or boiler) is faulty, tell South Lakes Housing immediately. **Telephone 0845 057 0080.**

Electricity: If the electricity goes off or you receive an electric shock from any fitting, switch the electricity off at the mains and inform South Lakes Housing immediately. Again telephone 0845 057 0080.

Water: If you have a burst, blocked drains or the water supply fails, telephone South Lakes Housing straight away, again using the Call Centre number 0845 057 0080

What happens when I report a repair?

You will be offered an appointment for all repairs that require access to your property. If access times are difficult, we can if necessary arrange an evening or Saturday morning appointment

You will be sent a copy of any repair orders for your home with a satisfaction slip, and pre-paid envelope, for you to complete and return once the work has been done. This helps us monitor the quality of the work. Your name will be entered into a prize draw if you return the satisfaction slip.

If you require further information please contact a housing officer at one of our offices - details at the bottom of this page.

You can get a copy of this document in different formats such as large print, Braille, audio, or in a different language by calling **0845 057 0080**.

Pode obter uma cópia deste documento em vários formatos, como por exemplo em Braille, áudio, ou numa outra língua. Para tal ligue para o 0845 057 0080.

如果您想获取该文件的不同版本，如：大字体印刷、盲文、音频或不同语言版本，请致电：**0845 057 0080**。

Paskambinę telefonu **0845 057 0080**, galite užsisakyti šio dokumento kopiją įvairiais formatais, pavyzdžiui, atspausdintą dideliu šriftu, Brailio raštu, užsisakyti garso įrašą arba gauti dokumentą, išverstą į norimą kalbą.

Aby otrzymać kopię tego dokumentu w innych formatach, takich jak duży druk, druk Braille'm, audio, lub w innym języku proszę dzwonić pod numer **0845 057 0080**.

0845 057 0080'u arayarak, bu dokümanın bir kopyasını büyük puntolu, körler için kabartmalı, ses dosyası gibi değişik formatlarda veya farklı bir dilde edinebilirsiniz.

আপনি **0845 057 0080** -এই নম্বর ফোন করে, বিভিন্ন ফরম্যাট যেমন বড় প্রিন্ট, ব্রেইল, অডিও বা একটি ভিন্ন ভাষাতে এই নথিটির একটি কপি পেতে পারেন।

Registered office address:

Little Aynam House
Little Aynam
KENDAL
Cumbria LA9 7AH
Tel: (01539) 717 717
Fax: (01539) 717 716
Email: info@southlakeshousing.co.uk

Area office address:

Town Hall
Queen Street
ULVERSTON
Cumbria LA12 7AR
Tel: (01229) 584424

Central Tel:

0845 057 0080



INVESTOR IN PEOPLE

www.southlakeshousing.co.uk



Registered in England and Wales, company registered number 04876696.

ISOQAR certificate number 1570/97.