

Repairs

What you need to know



This leaflet sets out how to report a repair and what details we'll need from you



How to report a repair

During normal office hours you can ask for repairs by phone, email, on our website, or by writing to us (for contact details see back page of this leaflet).

When you report a repair, please tell us:

- What and where the fault is
- When the contractors can visit to do the job
- How we can contact you during working hours - giving us a phone number if possible
- Send us a photograph

How long will it take?

When you report a repair it will fall into one of these categories:

Category	Timeframe	Examples
Emergency Repairs (A)	Within 24 hours	Work that needs to be done to prevent danger to you and/or others in your home, or to prevent severe damage to the property.
Urgent Repairs (B)	Within 7 working days	Work such as fixing a minor leak.
Routine Repairs (C)	Within 28 working days	Work such as easing doors that are sticking.
Minor Works (MW)	Within 120 days	Jobs such as flat roof.

Feedback Survey

Customer feedback is extremely important to us and so after your repair you may receive a telephone survey from us asking for your feedback. Your answers will help inform our service and continuous improvements.

If you smell gas:

- Turn off your gas supply
- Open your windows and doors to ventilate your home
- Do not switch on any electric appliances or light switches
- Put out all candles and if smoking extinguish immediately
- Do not use a match or flame to find the leak
- Vacate your home until utility company arrive

Report you can smell gas immediately and directly to the National Grid Emergency telephone number **0800 111999**

Carbon Monoxide alarms:

See our carbon monoxide leaflet for more information and handy tips. You can find it on our website. If your alarm goes off leave the property and call us.

Condensation:

See our condensation leaflet for more information and handy tips. You can find it on our website: www.ndh-ltd.co.uk

When we will charge you for a repair:

Customers are responsible for the cost of carrying out any repairs which are not North Devon Homes' responsibility (see our leaflet 'Your Home Inside and Out') or where you have caused the damage.

smell
Gas!



When our office is closed



Emergency Out of Hours Service: Freephone: 0800 917 0619

Don't forget if you call this number and it is not an emergency repair you will be charged for the repair.



Need
help?

Phone us: 01271 312500

Email us: enquiries@ndh-ltd.co.uk

Complete our on-line forms via our website:
www.ndh-ltd.co.uk

Follow us on Facebook or tweet us:
@NorthDevonHomes

Emergency Out of Hours Service:
Freephone: 0800 917 0619



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