

## HOW TO REPORT REPAIRS

ADDRESS: \_\_\_\_\_

Repairs or concerns regarding your living conditions can be reported at any time in writing by sending details to the address below;

<b>Landlord Name:</b>	
<b>Address:</b>	
<b>e-mail:</b>	

You can also report repairs by contacting the person named below, between the hours of 9am-5pm Monday to Friday as follows:

<b>Landlord Name:</b>	
<b>Telephone:</b>	
<b>e-mail:</b>	

Out of hours contact details for use in an emergency only:

<b>Landlord Name:</b>	
<b>Telephone:</b>	

Reasonable and practical action will be taken to respond to and complete emergency repairs, and to respond to any complaint made about or disrepair, maintenance and pest infestation issues at their property in line with the guidance below:

Type	Repair	Timescale
Emergency	<i>Repairs required to deal with an immediate risk to the safety of occupants or serious damage to buildings or contents;</i>	24 hours
Urgent	<i>Disrepair that poses a long term risk to occupants and affects their well-being and comfort;</i>	5 days
Non urgent repairs	<i>Repairs not falling within the above categories, causing discomfort and inconvenience:</i>	28 days