

# Reporting Repairs

Providing you with a safe and decent home is a priority for us. In order to achieve this, we provide a repairs and maintenance service. However, it is your responsibility as a resident to report repairs promptly as and when they arise.

All day-to-day and emergency repairs will be dealt with by our repairs and maintenance contractors and all gas-related issues are the responsibility of our gas contractor, Clairglow. This leaflet outlines how to report a repair and what standards and response you can expect to receive.

## How do I report a repair?

If you have a gas-related repair, please call Clairglow directly on **0800 074 8055**.

For all other repairs, please call us on our main number—**020 8659 3055**—or email [repairs@pcha.co.uk](mailto:repairs@pcha.co.uk).

If you smell gas, please call the National Grid on **0800 111 999**.

If you have a power cut, please report this to UK Power Networks on **0800 31 63 105**.

## When can I get an appointment?

Repair appointments will normally be offered during working hours (8am – 5pm, Monday – Friday) and you will be offered a morning or an afternoon slot. However, outside of normal working hours, only an emergency service will be provided.

## How quickly will my repair be completed?

We have set targets for responding to repairs which are set out overleaf. These may vary at PCHA's discretion, dependent upon the nature of the repair, the budget and any health and safety concerns.



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## **PRIORITY A (EMERGENCY)**

**Target response time: 24 hours but to 'make safe' within 4 hours if required.**

Emergency repairs may include:

- Total loss of water supply (other than by water supplier)
- Total loss of electricity (other than power cut)
- Total loss of heating (vulnerable resident)
- Total loss of hot water (vulnerable resident)
- Serious water leak inside your home that you cannot contain
- Blocked toilet (where there is only one in your home)
- Blocked or leaking foul drains
- Fire damage or flooding to your home
- Broken external doors or windows where there is a threat to security
- Serious structural damage e.g. loose or falling brickwork, tiles, etc.
- Lifts.



## **PRIORITY B (URGENT)**

**Target response time: within 3 working days.**

Urgent repairs may include:

- Loss of heating and/or hot water
- Offensive or racist graffiti
- Minor electrical faults
- Minor leaks
- Minor structural damage
- Door entry systems to flats.



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## **PRIORITY C (Next Available Appointment)**

**Target response time: make appointment within 2 working days and complete within 30 working days.**

These are general non-urgent repairs within your home. These works may include:

- Door handles/internal doors
- Plastering works
- Kitchen units
- Blocked guttering
- Fencing
- Brickwork and walls
- Minor roofing repairs
- Garage doors/roofs
- Paths.



Some non-essential works may be delayed due to budget constraints.

**Contact us:**

**T: 020 8659 3055**

**E: [repairs@pcha.co.uk](mailto:repairs@pcha.co.uk)**