



Customer information

REPORTING REPAIRS

You should report any repairs needed to your LHA home by phoning:

0845 389 1777

On this number you can report any repair

- ✉ 8.00am-8.00pm Monday to Friday
- ✉ 8.00am-12 noon Saturday and Sunday

(Outside these times, you can report any emergency.)

You can also report repairs over the internet at

www.lha.org.uk

If you would like this or any other LHA publication explained, translated or made available in another format such as large print, audio or Braille, please contact your nearest LHA office.





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Before you report a repair

- Look at your repairs handbook. It will help identify the repair needed. Think about how you'll describe the problem: it helps us raise the right order, so you're likely to have a quality repair completed first time.
- Check who is responsible for the repair. You're responsible for items such as lost keys, repairing fences and replacing broken or cracked glass.
- Consider how urgent the repair is. Emergency repairs cost us more.
- Think about when you may be available for the contractor to come to your home.
- Have your property reference number ready.

Contacting us

- For speed and convenience, use our website: www.lha.org.uk
- Ring us on **0845 3891777**. We'll tell you how quickly we'll complete the repair and the contractor who will do it. They will arrange an appointment with you.
- We'll also send confirmation of the order raised, including a satisfaction survey.
- Monday mornings are busiest, so unless it's urgent, please try to call at other times.

Response times

Your repair is assessed to decide how urgent it is. We'll tell you the priority given to your repair:

- Emergency – within 24 hours. This is where there is real danger to safety or major damage to the property.
- Urgent – within 5 working days. This is where the repair is needed to overcome serious inconvenience to occupants, prevent immediate damage to the property, or remove a potential health or security risk.
- Non-urgent – within 14 days. These are repairs that do not cause immediate inconvenience or pose any danger.

You'll find more guidance and examples in your repairs handbook.

Carrying out repairs

Repairs to LHA homes are carried out by approved independent contractors who agree to follow the code of conduct we've set out for them.

We expect our contractors to:

- Treat you fairly, consistently and with respect, at all times
- Carry out the work to a good standard and on time

In return, we expect you to treat them courteously and make sure they're able to work without undue interference.

Arranging an appointment

- The contractor is responsible for arranging access and an appointment with you – although in the case of an emergency repair, they may not make an appointment
- Wherever possible, the contractor should arrange a date/time for their visit that are convenient to you. If you arrange an appointment which is later than the target date we set for the repair to be completed, we may need to issue a new repair order with a new completion date
- The contractor must ensure all appointments are kept and leave a calling card if they can't get into the property
- Whenever possible, work should be carried out when you (or your representative) are present. We strongly discourage unaccompanied access – and if you do choose to arrange this with the contractor, any resulting loss or damage will be entirely at the contractor's own risk
- Wherever possible, work should be restricted to normal working hours (8.00am-5.00pm Monday-Friday)



Conduct of contractors

- All workers must wear, or carry, suitable identification
- Contractors must not use language or behave in a way that might cause offence or annoyance
- Contractors are asked to take special care when working near small children (particularly with regard to sharp tools and toxic substances, which should be kept out of reach)
- Your personal possessions should always be treated with the utmost respect, and protected, where necessary, from damage. Contractors should use dust sheets and protective coverings wherever dust, dirt, paint or mortar could cause damage
- Contractors must not use your equipment or tools (such as vacuum cleaners, buckets, mops or brushes)
- Contractors are asked not to use your phone unless in exceptional circumstances, and with permission
- Workers should not ask for refreshments though these may be accepted if offered
- Contractors will not drink alcohol whilst working
- Contractors should not use any of your facilities unless invited to do so
- Notice will be given if contractors have to disconnect services, or interrupt the use of amenities. Disruption should be kept to a minimum
- Contractors should not discuss with you the standard of repairs or equipment in your home
- Neighbours should be warned, in advance, before scaffolding is erected or other work starts which may cause annoyance or disturbance
- Any mess created must be cleaned up by the contractor and all debris removed. Where a job lasts longer than one day, this should be done at the end of each day.

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Standard of work

- Where materials and workmanship are not specified, they're to be of a standard appropriate to the job
- Replacements will at least match the quality of any item being replaced
- Work will follow accepted good practice in the building industry
- All materials should be new, unless otherwise specified by us
- If you ask for any additional work the contractor should only do this with our approval
- All work should be completed by the date given on the repair order

How we check the work done

- We can visit at any time to inspect work in progress and can reject any material or performance if it's substandard
- In extreme circumstances where we have reasonable grounds for doing so, we can order work to stop and/or instruct workers to leave the site
- We will inspect a sample of work on a regular basis to check that work has been done well and cost-effectively
- We regularly survey customers who've had work done to their home and take follow-up action where necessary
- Our management team will regularly review our contractors' performance. They will consider how many jobs were finished within target times and satisfaction with the work completed. The results of these reviews are fed back to contractors where necessary. If performance is very poor we will remove contractors from our approved list.

LHA, 3 Bede Island Road,
Leicester LE2 7EA
www.lha.org.uk



Complaints

We have a formal complaints procedure that enables you to complain if you're dissatisfied with the service provided - including the work of an approved contractor. We will inspect the work where there's been a complaint.

Complaints can be made to any LHA staff by letter, phone, email, or in person at any of our area offices.