



LHA, 24 De Montfort Street
Leicester LE1 7GB
www.lha.org.uk



What if I want to make a complaint?

If you wish to complain about any aspect of the contractor's work, please contact us as soon as possible, either by phone or in writing.

We will respond to all written complaints within 10 working days.

Emergency repairs

We have a formal process in place for recording and acting on requests for repairs to individual homes.

When we receive a request we first assess the nature of any problem, then take a decision on how urgent the need for a repair is.

Where there is a real danger to life or limb, a risk of major damage to the property or flooding, or a home is insecure, we treat this as an emergency repair and always aim to respond within 24 hours.

If we're unable to make your home safe immediately we may move you into temporary accommodation until we've dealt with the problem.

For further information on the repairs process, and our timescales for dealing with non-emergency repairs, please refer to your tenant handbook.



MAJOR REPAIRS

Customer information

MAJOR REPAIRS

What is a major repair?

It may sometimes be necessary for LHA to carry out repair work to your home that is more extensive than normal day-to-day repairs.

Examples include:

- Structural repairs
- Work to treat damp
- Re-roofing
- Kitchen replacement

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.





MAJOR REPAIRS



How will LHA assess the work?

For each case we'll assess the extent of the work, to see if it's necessary to offer you a temporary move to alternative accommodation. This assessment will consider:

- The potential disruption that the work would cause to your household
- Any possible impact on the household's health and safety if you remained in the property during the work
- The restrictions that would be placed on the contractor in carrying out work if you remained in the property during the work, and the impact on the repairs programme and cost of the work
- How you feel about a temporary move to alternative accommodation

If the assessment shows that it's practical to carry out the work while you remain in the property, we have set out the following guidelines so you (and the repairs contractor) know what to expect:

What will LHA do?

- Give reasonable notice to you of the expected date for the work to begin and finish
- Monitor the work and inspect it at completion
- Act as a contact if you have any concerns or questions
- Deal promptly with any complaints



MAJOR REPAIRS



What do I need to do?

- Give access to the contractor at all reasonable times during the work
- Take reasonable steps to ensure the health and safety of all occupants- particularly when children are present
- Secure valuable and confidential items before, and during the work

What can I expect from the contractor?

That they will:

- Follow our contractors code of conduct (see separate leaflet)
- Arrange access with you
- Work efficiently to complete the work on time, and not work outside 8.00am-5.00pm Monday to Friday (unless by agreement with you)
- Carry identity cards
- Be courteous to you and your household, avoid offensive language, and work with consideration and care
- Consider health and safety issues, safeguard tools and materials and minimise any possible hazards associated with the work
- Take care in protecting your possessions, furnishings, floor coverings and finishes
- Not use any of your facilities within your home unless invited to do so
- Not use radios within your home or consume alcohol during working hours