

**Repairs -
fixing things
in your home**



This guide explains what you can expect from Golden Lane Housing when you report a repair and how we will fix things in your home.

Property Services Centre



This is the team at Golden Lane Housing who answer the phone when you call to report a repair.

They also reply to emails that are sent to propertyservices@glh.org.uk

When you report a repair we will



listen to you and treat you fairly and with respect

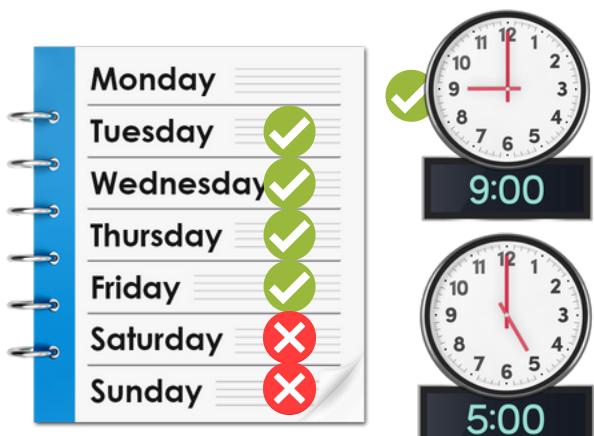


do our best to answer any questions you have about fixing things in your home

You can report a repair by phone



You can phone 0300 003 7007 and select option 1 to report a repair or for advice about getting something fixed in your home.



Phone lines are open Monday to Friday from 9 o'clock to 5 o'clock.



You can also phone 0300 003 7007 and select option 1 to report an emergency repair anytime and anyday.

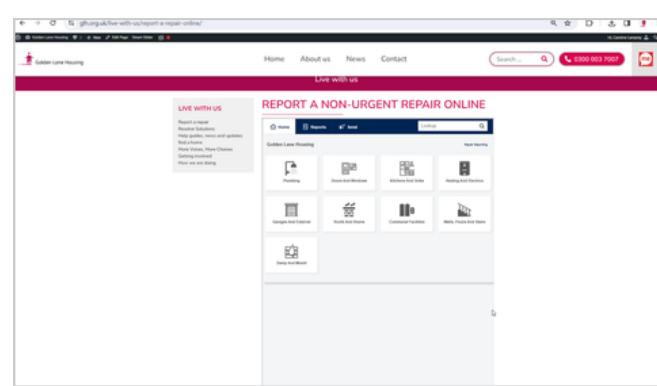


We will aim to answer every 95 out of 100 calls within 30 seconds.

You can report a repair online



You can send an email to
propertyservices@glh.org.uk



You can send a message from the
report a repair page on our website
www@glh.org.uk



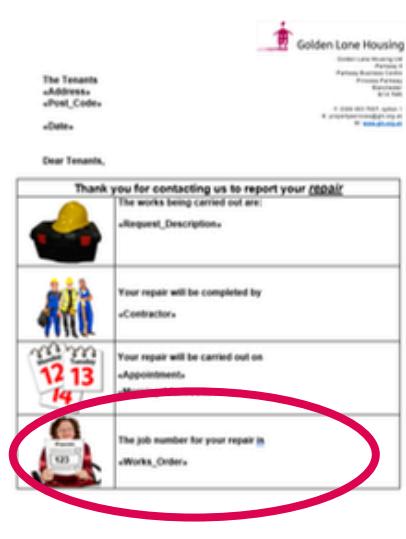
We will reply to your email or online
message within 3 working days.

When you report a repair we will:



try to give you an appointment time that fits in well with your needs and plans.

This may not be possible for emergency repairs.



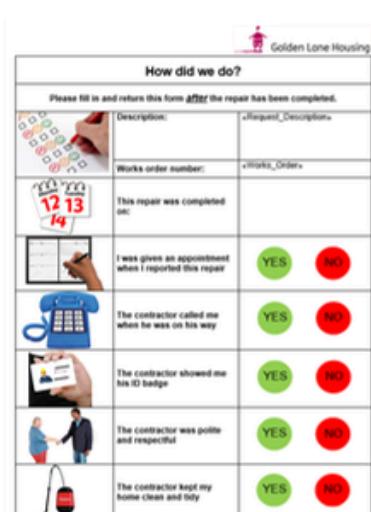
provide you with a job reference for your repair



tell you the name of the contractor or operative who will be completing the repair.



send you a letter with details of your repair and post this out to your home



send you a Customer Satisfaction Survey with the letter so you can tell us if you are happy with the repair when it has been completed.



If your repair was an emergency, we will call you to confirm it was completed

When you report a repair we will:



complete 95% of emergency repairs within 24 hours of them being reported to us.



complete 95% of non-urgent repairs within 20 working days of them being reported to us.



complete 95% of repairs the first time we visit your home.

If we cannot complete your repair in one visit, we will:



tell you why we cannot complete the repair right away.



tell you when we are coming back to complete the repair.