

When you need repairs to your home we'll deal with it quickly and efficiently. Wherever possible, we'll offer you the choice of a morning or afternoon appointment to have the repairs carried out.

Reporting a problem.

If you need a repair, call our maintenance hotline on 0800 00 99 00 between 8.30 am and 5.15 pm. If you call from a landline, your call will be free of charge.

Emergencies after office hours.

If you have an emergency that needs dealing with straight away, and it's out of normal office hours, call our usual hotline number, 0800 00 99 00. You'll be put through to our 24-hour call centre.

Tell the call centre you are a Staffordshire Housing Association tenant, give them your name and address and

details of the emergency. (Calls to our emergency service will be recorded by the call centre).

How long will it take to get the job done?

We'll usually get an emergency repair done within 24 hours, an urgent job within 3 working days and a routine job within 10 working days.

Please see the leaflet 'Repairs categories and response times' for more details on what jobs we classify in the different categories.

Contractor identification.

We supply all our contractors with an identification card with our name and logo so you know you're dealing with the right people.

All our contractors are required to introduce themselves, explain the purpose of their call and tell you what work they will be carrying out during their visit.

Repairs you'll need to deal with yourself.

You need to be aware that some repairs to your home are your responsibility. If we have to do them we may charge you.

Examples of repairs you'll need to pay for include:

- replacing plugs and chains in baths and sinks
- replacing fluorescent tubes and starter units for fluorescent lights
- replacing light bulbs
- resetting consumer unit trip switches (or rewirable fuses)
- reglazing windows and doors which you have damaged
- changing locks
- replacing lost keys
- resetting pilot lights for boilers.

You are responsible for replacing your own toilet seats.

How to contact us

Phone.

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

Email.

mailbox@staffshousing.org.uk

Address.

Staffordshire Housing Association
308 London Road
Stoke on Trent
ST4 5AB

Website.

www.staffshousing.org.uk

Office opening hours.

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.