



staffordshire  
HOUSING ASSOCIATION

# Repairs categories and response times



We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተረጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከፈለጉ እባክዎን ይጠይቁን።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’

ARABIC

‘আমরা কিছু তথ্য অন্য ভাষায় অনুবাদ করতে সক্ষম। এই বিষয়ে অনুগ্রহ করে আরোও তথ্যের জন্য জিজ্ঞাস করুন।’

BENGALI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘ہم کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘ما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمە دەتوانین هەندێ زانیاری تر وەرگیرینەو دەستەبەهێ کردنی زانیاری زۆرتر، پەیوەندیمان پێوەبکەن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ኣብሬታ ክህልዎና ክእለና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ኣብሬታ ንምርካብ ድማ ብኻብረትኩም ክተቱና።

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

This document is also available in:



Large print



Audio CD



Braille



Other languages

**We aim to get an emergency repair done within 24 hours, an urgent job within 3 working days and a routine job within 10 working days.**

An emergency job is one where the problem could cause danger, extreme inconvenience or a security risk.

This includes:

- dangerous electrical faults
- complete lighting failure\*
- gas leaks
- faulty front door locks
- blocked drains
- major leaks and bursts
- major heating or hot water failure
- lift breakdowns
- dangerous structures
- complete loss of power
- reglazing where security is at stake

\* If all your lights stop working or you have no power, please try resetting your trip switch before calling us. This often fixes the problem.

Urgent jobs include:

- door entry systems
- major electrical faults
- major plumbing repairs
- reglazing
- communal TV aerials

Routine repairs include:

- minor plumbing repairs
- joinery works
- plastering
- repairs to fittings
- re-pointing
- rainwater/guttering repairs
- minor electrical repairs

When you report your repair, our maintenance team will let you know how your repair is classified.

We monitor our repairs performance and let you know how we have done each year in our residents' magazine.

## 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](mailto:mailbox@staffshousing.org.uk)

### Address.

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

### Website.

[www.staffshousing.org.uk](http://www.staffshousing.org.uk)

### Office opening hours.

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