



staffordshire
HOUSING ASSOCIATION

Your repairs and maintenance responsibilities



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 ከራሱን አባክዎን 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

نیمه‌ده‌توانین هه‌ندێ زانیاری تر وەرگیرێه‌وه‌سه‌ر زمانه‌کانی تریش. تکایه‌یۆ ده‌سته‌به‌ه‌کردنی زانیاری زۆرتەر، په‌یوه‌ندیمان پێوه‌بکه‌ن.
KURDISH

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

ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ብሔራታ ክህልዎና ክኢልና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ብሔራታ ንምርካብ ድማ ብኻብራሪትኩም ኤተቱና።
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

You must report any repair problems to us promptly. There are, however, some repairs for which you are responsible:

- If you lose your keys, we will charge you for replacements
- If you lock yourself out and we have to send a contractor to let you in, we will charge you the contractor's fee and the cost of replacing the lock and making good any damage caused by letting you in
- If you, any member of your household or any visitor, causes damage to your home through neglect, misuse or abuse, we will charge you for any necessary repairs

You are responsible for carrying out some repairs yourself. These are:

- Unblocking internal pipes and taps
- Easing internal doors
- Internal decorations including minor plaster cracks, internal paintwork and wallpaper

You are responsible for replacing certain household items yourself. These include:

- toilet seats
- plugs and chains
- fluorescent tubes, light bulbs and fuses

You are also responsible for pest control, unless the infestation is due to a fault in the structure of the premises. If you find rats, mice, fleas, ants or any other pests in your home, contact the council's environmental health department for advice.

This leaflet gives only a quick overview of your tenancy agreement. Please read your tenancy agreement for a full explanation of your rights and responsibilities.

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.