

# YOUR GUIDE TO REPAIRS



We give all repairs a priority according to the type of repair. We have four repair categories. Table 1 provides an overview of how YHG prioritises responsive repairs. In addition, YHG will try and provide flexibility for customers in terms of:

- Customer’s vulnerability e.g. does the customer’s situation increase the urgency
- Personal choice e.g. school run, working hours, caring responsibilities
- Seriousness of fault
- Appointments

Table 1

Category	Response time	Description	Examples
<b>Emergency</b>	2 to 24 hours	Fault with a serious risk to tenant or property	Electrics and water mixing
<b>Priority</b>	Within 24 hours	Where a 7 day wait is too long	No heating with no alternative available
<b>Urgent</b>	Within 7 calendar days	You will receive an appointment for when the repair will be looked at	Plumbing or roof leaks
<b>Routine and minor</b>	Within 21 calendar days	You will receive an appointment for when the repair will be looked at	Minor gutter leaks, door adjustments
<b>Improvements</b>	Certain types of work will be grouped together		New kitchens or bathrooms

## Planned maintenance and improvements

This is work we do to maintain the quality of your home - we’ll give you plenty of notice before our contractors start.

For example:

- Repairing woodwork ready for painting
- External painting
- Rewiring
- Gutter renewals
- Window replacement schemes
- Kitchen and bathroom replacement schemes

## Alterations and improvements

You don’t need our permission to decorate your home, but if you want to improve it in any other way you must ask us first, as we must consider the structure and long-term maintenance of the property. The work must be carried out to a good standard and must comply with any building, gas or electric safety requirements as well as planning regulations. Any electrical or gas works must be carried out by fully qualified contractors.

## Rechargeable repairs

A repair is rechargeable if it's your responsibility or when we are not legally obliged to do it - e.g. if we have to change a lock because you've lost your keys or when you, a member of your family or a visitor has caused the damage.

*We may also recharge you when we call at your property if:*

- We call at a pre-arranged time and cannot get access to do the work
- You tell us the problem is an emergency and it turns out not to be, e.g. if you tell us that a leak is a flood

## YHG offers a range of ways for customers to report repairs:



The YHG website:

**[www.yourhousinggroup.co.uk](http://www.yourhousinggroup.co.uk)**



Email to:

**[response@yourhousinggroup.co.uk](mailto:response@yourhousinggroup.co.uk)**



By telephone to Your Response - 24 hours a day on:

**0345 345 0272**

Locall calls are charged at a local rate and may be recorded for training purposes



Write to us at:

**Your Response**

**PO Box 593**

**Preston**

**PR2 2WU**



Visit your local neighbourhood office and use the free phone in reception or tell a member of staff

For further information please refer to your Repair Responsibility booklet or visit **[www.yourhousinggroup.co.uk](http://www.yourhousinggroup.co.uk)**