



YOUR GUIDE TO...
Reporting a Repair

TRANSFORMING HOMES, LIVES AND NEIGHBOURHOODS



How do I report a repair and what are my responsibilities when I take on a tenancy?

It is the aim of Trent & Dove Housing to provide an excellent repairs service to our customers. We all need repairs carrying out to our home from time to time, which will either need to be attended to urgently or within so many days depending on the repair that has been reported.

How do I report a repair?

Please report all repairs to your local area office immediately either in person or over the telephone.

Burton Office: 01283 528528

Uttoxeter Office: 01889 561870

It is now possible to report ROUTINE repairs via our website:

www.trentanddove.org

This facility is NOT TO BE USED FOR EMERGENCY/URGENT REPAIRS.

What details are needed?

When a repair is reported, please give as much information as possible about the repair. Most repairs will not require a visit by the maintenance surveyor.

We will need to arrange access to carry out the work so it is vital that we have either your home, mobile or other contact telephone number. If there are particular dates/times when you are unavailable it will be helpful if you let us know.

If you have previously reported the repair please inform us when you call.

If you have any special needs due to disability or illness please let us know and we may be able to act more quickly.

What if I have an emergency when the offices are closed?

The main switchboard number at the Trinity Square Head Office is operational during office hours and also out of hours, 24 hours a day, 7 days a week.

Tel: 01283 528528



What repairs are my responsibility?

- Glass and glazing
- Blocked gully and sinks
- Changing of locks for lost keys
- Internal painting and decorating
- Household sheds
- Replacing bath plugs & chains to baths and sinks
- Cupboard handles
- Hat and coat racks
- Routine sweeping of chimney
- Lean to structures, - conservatories / porches
- Replacing light bulbs, fluorescent tubes / starters and fuses within the home
- Maintenance or replacement of any item installed by yourself
- Plumbing or fitting of appliances, - washing machine, cooker, tap washers or inserts
- Providing extra power sources and sockets
- Replacing bathroom fittings such as toilet roll holders and WC seat
- Environmental treatment for wasps, ants nest, vermin or beetle infestation
- Pipe insulation
- Routine ignition of boiler pilot lights
- Bleeding of radiators
- Fire grates and baskets
- Any item installed by yourself

What repairs are Trent & Dove Housing responsible for?

- Drains, gutters, external pipes, roof, chimney, chimneystack's, flues
- Outside walls, outside doors, window cills, window catches, window frames, sash cords, and any necessary external painting and decorating
- Internal walls, floors, ceiling, doors, doorframes, door hinges, skirting boards **BUT NOT** internal painting and decorating
- Pathways, steps, or other means of access
- Major internal plasterwork
- Integral garages and stores
- Boundary walls - fences next to common areas
- Replacement and safety checks on smoke alarms
- Annual gas service checks on all appliances
- Annual service of solid fuel systems

This list may not be exhaustive, if in doubt please contact your maintenance surveyor for further clarification.

If you would like information in another language or format, please ask us

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - *Hindi*

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - *Farsi*

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - *Urdu*

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - *Polish*

ئەگەر زانیاریت بە زمانیکی کە یا بە فۆرمیکی کە دەوی تکیایە داوامان لی بکە - *Kurdish*

OTHER LEAFLETS AVAILABLE

How to Apply for a Garage

How to Deal with Anti-social behaviour or Nuisance

A Guide to Paying your Rent

How to Terminate your Tenancy

A Guide to Annual Safety Checks & Service Programme

A Guide to Keeping Pets in your Home

A Guide to Aids and Adaptations in Your Home

A Guide to Making Alterations & Improvements

A Guide to Making Compliments Comments & Complaints

Your Guide to Finding a Home

A Guide to Becoming Involved

A Guide to Customer Standards

Welcome to Trent & Dove Housing

For more information on any aspect of our service,
please contact Trent & Dove Housing at:

**Trinity Square, Horninglow Street,
Burton upon Trent,
Staffordshire, DE14 1BL.
Tel: 01283 528528**

**11 Bradley Street, Uttoxeter,
Staffordshire, ST14 7QA.
Tel: 01889 561870**

Or by email: enquiries@trentanddove.org

