



# How to report a repair



**We are committed to creating great homes and neighbourhoods for our customers. This leaflet outlines what we will do to maintain and repair your home, as well as explaining what you are responsible for and how you can work with us to ensure you receive the best service possible.**

## **Our standards**

We ensure that all of our properties are maintained in a good condition by:

- providing you with a wide range of ways to report a repair
- offering you an appointment for emergency, urgent and routine repairs
- providing you with information on the repairs service in our leaflet 'How to report a repair'
- involving customers in monitoring our performance
- providing an out of hours' service for emergency repairs
- aiming to increase our planned programme of works in order to help reduce the need for responsive repairs
- carrying out a gas service/ safety inspection annually
- ensuring that all engineers carrying out your gas service are Gas Safe registered
- carrying out an electrical condition inspection every five years
- ensuring that whg is NICEIC compliant.

## ■ How do I report a repair?

There are several ways to report a repair.

Visit your local whg office or

call our customer contact centre on: 📞 **0300 555 6666**.

Our offices are open between 9am and 5pm Monday to Friday. Emergency repairs can be reported 24 hours a day using the same telephone number. You can also report a routine repair online at **[www.whg.uk.com](http://www.whg.uk.com)**

When you report your repair please have available:

- your name, address and contact telephone number
- as much information about the repair as possible
- how our repairs team can gain access to your home.

“We are committed  
to creating great  
homes and  
neighbourhoods.”

## ■ How long will a repair take?

When you report a repair and we agree it is our responsibility we will categorise this based on emergency or routine.

### **Emergency repairs**

These are repairs which present an immediate risk to safety, security or health. We aim to make the repair safe within three hours of you reporting it and complete it within 24 hours.

### **Non Emergency Repairs**

If your repair is not considered an emergency it will be scheduled for the next available appointment for this type of work.

# ■ What is whg responsible for?

It can be frustrating when something goes wrong in your home. But if you need something repaired, it might not be our responsibility. To save your time and ensure you find the right solution, our Home Maintenance Team have drawn up this handy repairs checklist.

## Electrics including lighting

Mains powered smoke detector is not working whg

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Battery smoke detector is not working customer

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Electric socket is loose whg

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Light bulb needs replacing customer

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Fuse box consumer unit is not working properly whg

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Appliances such as cookers, fridges and TVs customer

## Floors, Walls and Ceilings

Skirting board is loose whg

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Floorboards are loose whg

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Wall tiles are loose whg

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Decorating customer

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Small cracks in plaster on wall customer

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Small repairs to plaster on ceiling customer

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Large repairs to plaster on ceiling or wall whg

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Take action to prevent and control condensation customer

## Garages

Replacement keys and gaining entry to your garage if you have lost your keys customer

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Metal garage door is loose whg

## Gutters and downpipes

Plastic downpipe is loose whg

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Gutter is blocked whg

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## Basin and sinks

Tap is leaking whg

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Tap will not turn on or off whg

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Basin or sink is blocked customer

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Plug and chain is broken or missing customer

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Basin is loose, cracked or broken whg

## Baths and showers

Plug and chain is broken or missing customer

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Water is seeping between bath and wall whg

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Electric shower does not work whg

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Shower head is blocked customer

## Communal areas

Entry phone is not working whg

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Concrete or tarmac path is damaged whg

## Doors

Replacement keys and gaining entry to your home if you have lost your keys customer

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Door is sticking whg

## Locks, latches and fittings

Handle is broken whg

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Replacement keys if you have lost them customer

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## Drainage

Manhole cover is loose whg

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Gully is blocked customer

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## Heating and hot water

Storage heater is not working properly whg

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Gas fire is not working whg

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Boiler is not working properly whg

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Jacket to cylinder is damaged or missing customer

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Radiator requires bleeding customer

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## Kitchen units

Unit door will not open or close properly whg

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Drawer front needs repair whg

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Worktop is loose or damaged whg

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## Outside the property

Metal or timber gate will not open whg

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Step is loose whg

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Concrete or tarmac is damaged whg

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Mowing and tidying the garden customer

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Dividing fences and gates whg

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Repairing fencing, steps, patios, sheds, or garden features not originally provided by whg customer

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## Roofing

Chimney pot is loose whg

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Tile is loose whg

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TV Aerials or satellite dishes (unless these are in communal areas) customer

## Stairs

Handrail is loose whg

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Stair or tread is loose whg

## Toilets

Toilet is blocked (Unless caused by faulty pipework) customer

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Cistern is damaged whg

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Repair or replace toilet seat customer

## Water services

Water pipe is leaking whg

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Cold-water tank is leaking whg

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Making sure pipes do not freeze and dealing with frozen pipes customer

## Windows and glazing

Window fitting is loose whg

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Window glass has been broken by crime or vandalism whg

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Window glass has been broken by customer customer

## ■ Access to your home

A responsible adult must be in the home while the work is taking place. Once you have been given an appointment for a repair, maintenance or inspection of any gas/electrical installation, you must make sure that we are able to gain access to your home so that we can carry out the work.

Anyone authorised to enter your home by whg will carry identification. Always ask to see it before letting them into your home and be aware that there may be bogus callers operating in your area.

If you have any concerns about the whg visitor, contact us on **0300 555 6666** to confirm their identity.

Gas and electrical checks are a mandatory legal requirement, failure to allow access for these appointments may result in legal action being taken against you.

“We do not charge for items that break through wear and tear.”

# Contact us

## Call us

☎ **0300 555 6666**

Our Customer Contact Centre is open 8am to 8pm Monday to Friday and 8am to 1pm on Saturdays.

**Emergency repairs can be reported 24 hours a day, seven days a week.**

Calls are charged at local rates, including from mobiles.

## Find us online

🌐 **whg.uk.com**

📘 **This is whg**

🐦 **@whg**

## Email us

✉ **enquiries@whgrp.co.uk**

## Visit us

Our offices are open from 9am to 5pm, Monday to Friday. Our office locations are shown below.

Hatherton Street

**Walsall** WS1 1AB

Beechwood House  
New Road

**Willenhall** WV13 2BG

**Please contact us if you would like this information in another language, in Braille, large print or audio.**

যদি আপনি এই তথ্য অন্য কোনও ভাষায়, ব্রেইলে, বড় ছাপার হরফে বা অডিওতে চান অনুগ্রহ করে আমাদের যোগাযোগ করুন।

જો આપને આ માહિતી અન્ય ભાષામાં, બ્રેઈલમાં, મોટા અક્ષરોમાં કે ઓડિયોમાં જોઈતી હોય તો કૃપા કરીને અમારો સંપર્ક કરો.

Prosimy się z nami skontaktować, w celu uzyskania niniejszych informacji w innym języku, napisanych brajlem, dużym drukiem lub nagranych na nośniku audio.

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀ ਭਾਸ਼ਾ, ਬ੍ਰੇਲ, ਵੱਡੇ ਪਿੰਟ ਜਾਂ ਆਡੀਓ ਤੇ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

مات دیگر زبان، بریل، بڑے حروف یا آڈیو کی شکل میں چاہتے ہیں تو براہ کرم ہم سے رابطہ کریں۔ اگر آپ کو یہ معلو



**rent first**



100 Hatherton Street  
Walsall WS1 1AB

☎ 0300 555 6666

🌐 [whg.uk.com](http://whg.uk.com)

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