

## Reporting a Repair



### 1 Contact Us

If you notice a repair in your home please report it to us:

- Call us on **0330 123 0888**
- Email us at **responserepairs@radiushousing.org**
- Via our website **www.radiusrepairs.org**

### 2 Logging Your Repair

When you contact us our Repairs Team will:

- Check your contact details to ensure they are up to date.
- Assess the repair priority level.
- Send you a text to confirm your repair has been logged with your Repair Order Number, Name of Contractor, Target Date and a link to a short survey about your experience in reporting a repair.

### 3 Setting the Target

Our contractor will aim to attend your repair within the target date set:

- Emergency** (24 Hours)
- Urgent** (4 Working Days)
- Routine** (20 Working Days)

**Past target date or would like an update?** Get in touch and we will be happy to help.

### 4 Contractor Visits Your Home

#### Emergency Repairs

If you reported an emergency repair our contractor will visit you within 24 hours. The contractor's priority is to make the repair safe and let us know if additional work is required to fully rectify your repair.

#### Urgent & Routine Repairs

Our contractor should contact you to make an appointment. When they attend they will begin work on the repair logged. If additional work is required they will contact Radius to action this additional work.

### 5 Repair Completed

Our contractor will let us know that your repair has been completed.

**If your repair is past its target date please contact us.**

### 6 Inspecting Your Repair



On completion of your repair, Radius aims to post inspect 10% of all repairs under the value of £600 and all repairs over £600. We may contact you to arrange an appointment to inspect the work carried out in your home.

### 7 Service Improvement

#### Compliments

We would love to hear your positive experiences of our repairs process. If you would like to compliment our staff or contractors involved in your repair please contact our office.

#### Complaints

If you are unhappy with the repairs service and would like to give your feedback or suggestions on how to improve our service please contact our office. Our Complaints Policy is available on our website.

#### Get Involved

At Radius we aim to keep our tenants at the heart of all we do. If you would like to get involved in shaping the services you receive contact our office or visit our website to find out more about how you can get involved. [www.radiushousing.org](http://www.radiushousing.org)