

Different types of repairs



Emergency repair. We aim to attend to an emergency repair within 4 hours. We will make safe and arrange another appointment to carry out further repair work if this is required.



Urgent repair. We will attend to an urgent repair within 5 working days.



Non-urgent repair. We will attend to a non-urgent repair within 20 working days.

What is an emergency repair?



- Blocked toilet
- Leaking toilet
- External doors and windows made safe and secure
- No heating or hot water
- Exposed electric wires
- No electrics or water
- Water leaking into the property

Contact us



Emergency repairs, call us straight away on: **0330 094 0142**



Urgent and non-urgent repairs, email: **repairs@encircleha.co.uk**

Step 1 - Your details and about the repair



It is important to give us all the information about the repair so we can record it and send out a contractor. When you ring or email us about your repair, please provide:



Your name, phone number and email address



Property address



Details about the repair - what the repair is



Where the repair is - the room or the location outside



Other information - for example:



A leak: tell us where it is, what is above it and any other damage caused by the leak

An appliance: tell us the make and model



Take a photo of the repair and email it to us. We can see what the repair looks like and it can help us to assess the repair work that may be needed. Email it to: repairs@encircleha.co.uk



Gaining access to the property - tell us the day/s and times you are going to be at the property so you can let the contractor in to carry out the repair

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Step 2 - Record your repair



Please write down the repair you have reported in your Communication Book or in a central location on the computer so that everyone knows it has been reported.

Step 3 - Making arrangements



The contractor will call you to arrange a suitable day and time to come to your home to carry out the repair. Please write down the agreed time and date in your Communications Book so everyone knows when this is going to happen.

Step 4 - Repair work and your views



The contractor will carry out the repair work on the day and time agreed.



Your views matter to us

We would like to know what you think about the repairs carried out in your home and the service you receive from us. This will help us continuously improve how we deliver our repairs and ensure you receive the best service from us. Please fill in our short survey and email it to: repairs@encircleha.co.uk

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