

How do I report a repair?



Available in
alternative formats



How can I report a repair?

You can report a repair or make an enquiry on an existing repair by one of the following methods:

- You can Call our Customer Services Team, 24 hours a day on 0800 111 4554
- Go to our website at www.sarh.co.uk and click on the green door.
- Email us at repairs@sarh.co.uk
- Request a repair in writing or visit our offices.

When will it be done?

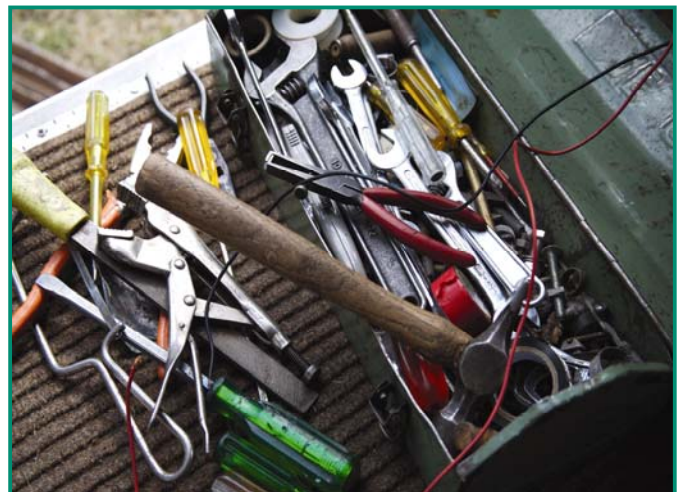
We aim to complete the repair before the target date. You will be advised of the target completion date when you report a repair. You will also receive a receipt of the repair through the post. This will detail a description of the work and a target time for the completion. Target times have been set so that all emergency repairs are completed within 24 hours, urgent repairs within 5 calendar days and routine repairs within 11 calendar days.

Will I get an appointment?

We will offer you an appointment (morning or afternoon) when you report a repair for a date of your convenience.

What if they don't turn up?

In the unlikely event that we will not complete the repair before the target completion date, we will telephone you to advise you of the delay.



What are the workmen required to do when visiting my home?

- The workmen will wear Stafford and Rural Homes uniforms and will always show their identification cards to prove they are who they say they are
- When the workmen have completed the repair, they will ensure that the area of work is left clean and tidy before they leave
- Our workmen will be polite and courteous at all times

If a repair is not completed to my satisfaction can I withhold my rent?

No, you cannot withhold your rent, as this will break your tenancy agreement: You do have the right to:

- Discuss your concerns with our customer services team.
- Make a complaint, see our “How Do I Make A Complaint” leaflet
- In certain circumstances you can claim compensation under our right to repair scheme, please call 0800 111 4554 to find out further information.

What if I am not satisfied with the work that has been carried out at my home?

You will be asked to complete a short survey about how satisfied you are with the work done when it is complete.

In the event that you are not satisfied with the quality of work please let us know by filling in the survey, or by contacting our customer services team. We will then arrange for a technical officer to visit your home to assess the level of work that has been carried out and to make the appropriate remedy.



The “How Do I Report a Repair” leaflet is available in alternative formats by telephoning us on 0800 111 4554. All of our policies and leaflets are available on our website at www.sarh.co.uk.

For further information about reporting a repair contact the Customer Services Centre by:

calling us on

0800 111 4554

or by e-mailing us at

repairs@sarh.co.uk

or by writing to

The Rurals,
1 Parker Court,
Dyson Way,
Staffordshire Technology Park,
Beaconside,
Stafford, ST18 0WP.

This leaflet has been customer approved by Stafford and Rural Homes Tenant and Resident Federation