

**For further information please refer to your repairs handbook or contact the Mossbank Maintenance Customer Service Centre on FREEPHONE 0800 027 0667.**



**Contact us if you would like a copy of this publication in large print, Braille, audio format or another language.**

#### Arabic

إذا كنت ترغب في الحصول على نسخة من هذا المنشور باللغة الصومالية، يرجى الاتصال بالهاتف على الرقم 0161 226 4211 أو إرسال رسالة إلى العنوان التالي:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### French

Si vous souhaitez une copie de cette publication en Français, veuillez téléphoner au 0161 226 4211 ou écrire à :  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### Gujarati

જો તમને આ પ્રકાશનની ગુજરાતી ભાષામાં નકલની આવશ્યકતા હોય કૃપા કરી 0161 226 4211 પર ટેલીફોન કરો અથવા આ સરનામે લખો "The Mosscares Housing Group, 101 Great Western Street, Moss Side, Manchester, M14 4AA"

#### Polish

Jeżeli chciałbyś otrzymać kopię niniejszej publikacji w języku polskim, prosimy skontaktuj się z nami pod numerem telefonu 0161 226 4211 lub napisz do nas na adres:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### Somali

Haddii aad af Soomaali ku rabtid nuqulka daabacaddaan fadlan soo wac telefoonka 0161 226 4211 ama u soo qor:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### Urdu

اگر آپ کو اس اشاعت کی ایک نقل اردو میں چاہیے تو فون نمبر 0161 226 4211 پر رابطہ کریں یا ہمیں لکھیں:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Mosscares Housing Head Office  
101 Great Western Street  
Moss Side  
Manchester M14 4AA  
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Fax: 0161 226 8752

Email: [information@mosscares.org.uk](mailto:information@mosscares.org.uk)  
[www.mosscares.org.uk](http://www.mosscares.org.uk)

**Textphone for all offices: 0161 226 2222**

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Registered with the Tenant Services Authority.

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# A guide to repairs in your home



# A guide to repairs in your home

## Introduction

We want you to live in a decent home, in good repair. We all have a responsibility to ensure this.

## Which repairs are your responsibility?

- Anything that belongs to the tenant such as washing machines, showers and other electrical appliances
- Fuses
- Light bulbs, tubes and starters
- Fixtures and fittings such as curtain rails
- Replacing stolen or lost keys and locks
- Clearing of blockages in waste-pipes and drains caused by misuse
- General good house-keeping such as tightening screws, plugs and drains to sinks, basins and baths
- Draught-proofing to internal doors
- Minor plaster cracks

- Garden maintenance (unless undertaken as a service)
- Internal decoration
- Any damage caused by yourself, a member of your household or visitors to your home
- Toilet seats

In the main, all other repairs to your home are our responsibility and a comprehensive list can be found in your repairs handbook or obtained from our customer service centre.

## Reporting a repair

You can report a repair at any time. You can either ring our freephone number on: **0800 027 0667** or visit one of our offices, email us on [repairs@mossbank.org.uk](mailto:repairs@mossbank.org.uk) or write to us (see reverse of leaflet). Where access will be needed to do the repair let us know when you will be at home or how we can get access.

If you live in a property with communal areas it is very important to report repairs such as blocked drains or failed lights. All reports of repairs will be prioritised as per the table opposite.

## Response times

Our response times vary depending on the nature of the repair. (See table opposite). In the case of an emergency repair (marked by \* in the table opposite) we provide 24 hour cover, 7 days per week.

URGENCY	TYPE OF REPAIR	RESPONSE TIME
<b>EXTREME EMERGENCY*</b>	A very serious health and safety hazard, things like a major burst or a complete power failure.	<b>3 Hours</b>
<b>EMERGENCY*</b>	Repairs which would cause severe discomfort, disruption or something which would cause damage to the building and your furnishings. For example, partial loss of services.	<b>24 Hours</b>
<b>URGENT</b>	Repairs which affect your comfort and convenience and/or contribute towards damaging your home. Examples: total heating or hot water failure in the summer and electrical repairs.	<b>7 Days</b>
<b>ROUTINE</b>	Less urgent repairs that can wait a short time. Examples: repairs to kitchen units, and minor electrical repairs.	<b>28 Days</b>

