

As part of your tenancy agreement, Willow Tree Housing Partnership Limited (WTHP) is responsible for keeping your home in good repair and carrying out all repairs which are our responsibility. Arrangements for shared owners are different, and there is a separate leaflet for Shared Owner Repairs.

You can also report repairs to us by

<b>Phone</b>	<b>01934 750780</b>
<b>E-mail</b>	<b>customerservices@willowtreehousing.org.uk</b>
<b>Via the website</b>	<b>www.willowtreehousing.org.uk</b>
<b>Via MyTenancy Portal</b>	<b>www.mytenancy.co.uk</b>

You will need to tell us your name, address, contact number, and what the problem is.

## Appointments

When you call, you will be able to agree an appointment with our contractor. We try to offer appointments that are convenient to you rather than just morning or afternoons. For example, you can ask to avoid certain times, such as school pick ups, or choose a time when you have a day off from work.

## Repair Priorities

Normally we treat all repairs in the same way and you will be able to agree a convenient appointment for the work to be completed. At weekends and evenings, however, we operate an emergency service only.

## Emergency Repairs

We offer an out of hours emergency repairs service. You can use the numbers above to contact the service. Emergencies include:

Uncontrolled water leaks

Gas leaks

Total electrical failure

Unsafe sockets or light fittings

Fire alarms sounding

Failure of heating and hot water is not considered an emergency. The contractor will attend on the next working day.

## Annual Gas Servicing

Where you have gas heating, WTHP is legally obliged to check the boiler at least annually. This is an important check for your own safety.

We ask that you give our contractors access to your property to carry out the check.

## Planned Maintenance

We want your home to be of a good quality, and there are major works that have to be carried out periodically such as external painting. In addition, we carry out improvement works such as new kitchens, bathrooms, heating systems and windows.

We will always let you know in advance if we plan to do any improvement works to your home. Where possible we will consult with you over any improvements and how we are going to carry them out. We will, where possible, give you as much choice as possible.

## Maintaining standards

We take the standard of work which is carried out in your home, very seriously. We only use fully qualified and experienced contractors, who are monitored to make sure they are giving you a good level of service.

To improve our services, we survey residents to get their opinion on their recent repairs. We use this information to check our contractors performance.

In addition to this, our Maintenance Officer will inspect any repairs which you have any concerns about. If you are dissatisfied about any aspect of your repair, such as the standard of workmanship, please contact us immediately so we can look into this and put it right.

## What can you expect from our contractors and their staff?

- Your calls to be answered promptly
- Staff to be polite and helpful
- To behave in a professional way
- Your property to be treated with respect, kept clean and all rubbish disposed of
- The engineer to explain what is happening and give you any information you need to keep you safe
- If the repair can't be completed on the first visit they will explain what is happening and when they will be back.

## The Right to Repair

For certain types of repair, where your health and safety or security is at risk, there is a Right to Repair. In these cases, if WTHP fails to complete the repair within 28 days and you advise us of this, and then WTHP again fails to complete the repair within another 28 days, you may be able to claim compensation.

The amount of compensation payable is £10, plus £10 for every additional day's delay, up to a maximum of £50. If you think you might qualify, you should contact the office immediately; please refer to our Compensation Policy.

### Head Office registered at:

Eastbridge House, Pill Road, Rooksbridge,  
Somerset BS26 2TN

### Devon Office:

Floor 4, Studio 5-11 Millbay Road, Plymouth,  
Devon, PL1 3LF

Tel: **01934 750780**

**[customerservices@willowtreehousing.org.uk](mailto:customerservices@willowtreehousing.org.uk)**

**[www.willowtreehousing.org.uk](http://www.willowtreehousing.org.uk)**