



your home

Be there for your repair

Keeping your appointment with us

Available in large print, Braille and on CD



DON'T FORGET
When someone calls, always
ask for ID. All our staff carry
identification cards.

At Northwards Housing we work hard to make sure that we carry out repairs at a time that suits our tenants.

That's why our appointment system gives you more choice, and makes things more convenient when you need repairs.

You can order a repair, survey or visit and book your appointment to suit your needs. You can also check its progress online any time of day or night at www.northwardshousing.co.uk

We let you choose an appointment time that suits you from:

Monday to Friday

- 8am–10.30am
- 10am–12.30pm
- 12 noon–2.30pm
- 2pm–5pm
- 5pm–7pm Wed only
- 8pm–12pm Sat only

So, no-one needs to wait more than a few hours for the repair team.

All we ask of you is that you be there for your repair. If you can't be there, tell us in advance and we'll re-book a better time for you.



REMEMBER . . . if you're not there, our repair workers will leave a card, giving you 24 hours to contact and rebook. If you don't, the repair will be cancelled.

Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e domi të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أعلاه. تتوفر هذه الوثيقة أيضاً بصيغة برايل للمكفوفين وبالحروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر بڻت خوڻشه نه رجومه ي. نه م به لڱه نامه به وه رگريت، نڪانه به يوه ندي بکه به نه و ژمنه ي
خواره وه. نه م به لڱه به هه ر وه ها به شينوازي نوسراوي ڳوڻران، نه چيني ڳه زره و ڀان ته سه ر سي دي
هه به.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

I faddii aad rabto 'in dukumentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ امن دستاویز کا ترجمہ چاہتے ہیں تو براؤ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123