

your home

Ordering a repair

A quick guide

Available in large print, Braille and on CD

We must do certain repairs by law – on the structure of your home, on gas, electricity, plumbing, heating installations and so on.

These repairs are free.

To order your repair . . .

Call

Phone us on 03000 123 123

for any repair;

8am – 5.30pm, Monday to Friday.

Only use this number outside these times if it is an emergency (where there is a danger to health or safety). You can phone us with an emergency repair 24 hours a day, any day.

Text phone (for tenants with hearing difficulties):

0161 274 0899

Click

Go to **www.northwardshousing.co.uk** on the internet, and follow the links to ‘Order a repair’. You can do this 24 hours a day, 365 days a year. Choose from up to 20 appointment slots at your convenience.

Use the service to order any type of repair – where there isn’t an immediate danger to health and safety. You can also check the status of repairs you have ordered in the past.

Come in

Pop into one of our local offices between 9am and 4pm, Monday to Friday, to use our freephone:

549 Cheetham Hill Road,
Cheetham Hill

1 Monsall Street
(junction of Queens Road),
Collyhurst

White Moss Road
(junction of Rochdale Road),
Blackley

Text

Order repairs by text on **07860 003 150**. Please ensure you send the first line of your address and your postcode, and enter no more than 160 characters.

Fax

Fax your repair request to **03000 124 123**. Include a full explanation of what's wrong, your contact details, and tell us which days you are in for an appointment.

Write

Write to:

**Northwards Housing (Repairs),
Freeport MR/20001,
Manchester M2 9HS.**

Include a full explanation of what's wrong, your contact details, and tell us which days you are in for an appointment.

Your appointment

You can make an appointment to get most repairs done at a time that's convenient for you.

When you order a repair we'll offer you an appointment for that job, and give you other times to choose from if necessary. The first appointment will be within agreed deadlines for that type of repair – the more urgent the problem, the earlier your appointment. You can choose from one of these time slots:

8am – 10.30am
10am – 12.30pm
noon – 2.30pm
2pm – 5pm

This means you don't have to wait in all day, but please make sure someone is at home throughout the appointment.

Repairs are done by our contractors. Always ask for and check identification – all contractors and Northwards workers carry ID cards with their photos on.

If you are elderly or vulnerable we operate a password scheme so you know who is visiting you at home. Contact us on 03000 123 123 for more information.

Repairs you must do yourself

We will usually ask you to repair some minor repairs yourself – like hairline cracks in plaster. But if you are elderly or disabled we will do some small jobs for you, such as a broken smoke detector.

Repairs you must pay for

Most people take a real pride in their homes, but there are a few who damage things deliberately or thoughtlessly. We don't want decent tenants to pick up the bill for putting this right, so people who cause damage deliberately or by neglect have to pay for the repair.

You don't have to pay for things that have been damaged by fair wear and tear, or if the damage was caused by a crime (as long as you've reported it to the police). If there is a doubt about how the damage happened we'll come and check the problem before we make a decision.

Up to standard?

We have a set of standards that tell you what service you can expect when you use our repair service. For more details about our repairs system and the standards we work to see our leaflet 'Repair works: standards you can expect'.

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

ئەگەر پێت خۆشە نەرجۆمە ی ئەم بە لێگە نامە یە وە رگرت، نکانە یە یۆە ندی بکە بە ئە و ژمانە ی خوارە وە ئەم بە لێگە بە هە ر وە ها بە شێوازی نوسراوی کۆنراوە، ئە چینی گە ژۆرە و یان ئە سەر سی دی هە یە.

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 کریم 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