



8 (d) Repairs and Maintenance to your home

We are committed to providing an excellent repairs and maintenance service to ensure a high level of satisfaction to our customers, fulfil our statutory obligations, protect the value of our housing stock and offer Value for Money.

We appreciate your repair being reported as soon as you notice them and working with our contractors to allow access to your home.

Reporting a Repair

Online using My Account:

<https://myaccount.edenha.org.uk/>

Repairs hotline:

0800 3581401 or 01768 861400

Email:

repairs@edenha.org.uk

In person:

Blain House, Bridge Lane, Penrith, CA11 8QU
(Monday -Friday 9.00am – 5.00pm – Wed from

9.30am)

Outside of office hours

Outside 9am – 5pm, weekends and Bank Holidays - Please report **emergencies only** on 0800 3581401 or 01768 861400.

Please note, at times our out of hours service can be very busy, but please stay on the line.

Repair Timescales

Emergency – Response within 24 hours.

Routine – An appointment will be offered within 20 working days (or at a time to suit the tenant).

**We aim to deliver repairs within the timescales stated above; occasionally this may not be possible due to circumstances such as severe weather or shortage of materials. We will always keep you updated on any expected delays.*

What to expect from our repairs service

Our team will provide you with:

- A date your repair will be completed by
- The name of the contractor who will complete the repair
- An update if there's any expected delay to your repair
- Our contractor will always show you ID
- A property inspection if your repair request requires a technical advice or a major component replacing

Emergency Repairs

Emergency repairs are defined by the Association as the following:

- Any fault which could lead to death or injury of occupants, visitors or public
- Any fault which could seriously endanger the health of occupants, visitors or public
- Any fault which could cause extensive damage to our property or your belongings
- Any fault which could cause serious inconvenience to you and/or your household or other residents

Examples of emergency repairs:

- Collapsed floors or ceilings
- Blocked WC (when only one in the property)
- Total loss of heating (winter months: October to March)
- Total loss of electric power (not caused by utility services)
- Renewal of lock when door cannot be secured
- Burst pipes or tanks (but not weeping/leaking pipes or dripping taps)
- Blocked drains where effluent is overflowing within the property

The Right to Repair

If you have reported an urgent repair to us and the repair is not carried out within the target time stated on the repair receipt sent to you, you can request the use of a second contractor to carry out the repair.

Rechargeable Repairs

We know that accidents sometimes happen and damage may be caused to your home, we are able to carry out repairs where damage has occurred however the cost of this will be recharged to yourself. We will let you know if a repair is rechargeable. Alternatively, you are able to seek works to be carried out by a suitably qualified contractor.

Rechargeable repairs may include, but not limited to:

- Blocked sinks and drains
- Leaks from Washing Machines

If any damage is caused by vandalism or burglary, you should always get an incident number from the Police. We will not recharge you if you can provide us with this number.

Pest Control

We are not responsible for pest control in or around your home. You can find various firms in the Yellow Pages who will come and treat the pests, for a charge. You may also contact your local Environmental Health department for advice.