

How do I report a repair?



You can ask for a repair to be carried out by:

- Phoning the Repairs Service on 01508 532000 between 8:45am and 5pm, Monday to Thursday, and 8:45am to 4:15pm on Friday. This is the most efficient way of reporting your repair as the request is dealt with directly by the people responsible for organising the work.
- Emailing us at info@saffronhousing.co.uk (we recommend that you do not email emergency and urgent repairs).
- Online via the tenant portal at our website www.saffronhousing.co.uk.
- Advising your Neighbourhood Officer or any other member of staff who is visiting your home.
- Writing to the Customer Contact Team at Saffron, Saffron Barn, Swan Lane, Long Stratton, Norfolk, NR15 2XP.

When reporting a repair, you will need to provide:

- Your name, address, and telephone number.
- Information about the nature of the problem and its location.

The person taking your call will ask questions to try to identify exactly what the problem is. Please be as specific as you can – it will help us to get the job right first time. Depending on the type of repair, an inspector may have to visit to find out exactly what work is needed. If this is required, we will make an appointment with you.

Checking staff and contractor identity

All staff and contractors employed by Saffron who visit your home should have identification badges. Please ask to see their badge before letting them into your home, and if you are in any doubt about their identity, please contact us immediately. This will help us identify bogus callers and raise the alarm with the police.

Appointments

We will make appointments for all repairs. If you cannot keep an appointment, please contact us as soon as you can on 01508 532000 and we can arrange a new appointment.



Moving furniture and carpets/flooring

Our staff and contractors will respect your home and belongings, but you will be responsible for moving or removing furniture, carpets, laminate flooring, and personal belongings to allow repair work to take place. Please note that if damage occurs when you move your furniture (or any other fittings/belongings), you will be responsible for repairing it, or you may be recharged for Saffron to carry out the repair.

Checking the quality of the housing repairs service


When your repair has been completed, we may wish to telephone or visit you to check the quality of the work. Please co-operate with this, as it is one of the ways we measure service quality and make improvements so that you continue to get value for money. Another way we measure service quality is through the satisfaction rating you give when a repair is completed.

Your Right to Repair

You may have the right to have certain repairs which are our responsibility (and costing less than £250) carried out in the timescales shown in the help sheet **Repair Responsibilities & Response Times**. If the repair has not been completed within the set time, you can request us to appoint another contractor to complete the repair at no cost to you. If the second contractor does not complete the repair on time, you may be entitled to compensation.

Contact us:

 01508 532000

 info@saffronhousing.co.uk

We offer INTRAN, a communication service which provides interpreting and translation services for people who are deaf, hard of hearing or do not have English as a first language. If you require support communicating with us, please contact us using one of the above methods so that we can arrange support with INTRAN.