

Do I Have Any Repair Responsibilities?

V2C will share the responsibility for maintaining your home but there are some things which will remain your responsibility. Some of these items are detailed in Page 23 of your Tenants Handbook but, if you have any doubts then please contact us. We may be able to do some of these repairs for you if you are elderly or disabled or put you in touch with someone who can.

Customer Feedback

V2C recognises the importance of listening to customers to improve services and we would encourage you to make your views known. You can do this by either completing a customer satisfaction questionnaire (automatically sent out to a sample of all customers receiving responsive repairs although you can also request one) or by reporting any complaint, compliment or idea for improving the service to the Repairs Help Desk on 727999 or a Customer Services Advisor at our Nolton Court Offices. If, in the event of a complaint, you wish to make this formal then information on how to do so is included in leaflet No. 4 of this series entitled 'How to Complain About V2C'.

Further Information

Further information about getting repairs done is available in Section 3 of the Tenants Handbook. You can also call the Repairs Help Desk on 727999 or call to see a Customer Services Advisor at our Nolton Court Offices.



1 Court Road
Bridgend CF31 1BE
Tel: 01656 762400

Nolton Court, Court Road
Bridgend CF31 1BX
Tel : 01656 762472

Repairs Help Desk
01656 727999

Pe dymunir, gellir cael copi o'r gwybodaeth yma yn y Gymraeg.
This information is also available in large print and audio format on request.



Getting Repairs Done

Leaflet No. 3



How Do I Report a Repair?

If you need to report a repair to your home, please contact:-

- The Repairs Help Desk on 01656 727999 or
- A Customer Services Advisor at V2C's Nolton Court Offices
- Any on-site V2C officer or
 - Fax V2C on 01656 666531
 - E-Mail V2C at enquiries@v2c.org.uk or
 - Use the online reporting facility by visiting V2C's web site at www.v2c.org.uk
 - Send a letter to either of the addresses on the back of this leaflet.

What if it's Outside Office Hours?

V2C operates an out of hours service for emergency calls. The call out service is provided 365 days of the year and is operational outside all normal office hours. For emergency calls outside office hours, please call:-

- The Emergency Service on 01656 727999

What Information Do I Need to Give?

To help us deal with your repair request promptly, we will need the following information:-

- As full a description as possible of what is needed;
- A time when someone will be at home;
- Your contact details: name, address and telephone number;
- Any special circumstances e.g. age, disability, crime reference number (where appropriate).

Reporting repairs accurately helps get the right work done, ideally on the first visit and in a timely manner.

What Happens Next?

We aim to issue work direct to our operatives/contractors. However where the exact extent and type of repair is not clear we may ask a Surveyor to call to your home.

Your individual circumstances (for example you may be elderly or disabled) may mean that we deal with a repair more quickly, but generally, your repair will be put into one of the following categories:-

- Emergency repairs - where the normal response time is within 24 hours;
- Urgent repairs - where the normal response time is within 7 calendar days
- Non-urgent repairs - which we aim to complete within 30 calendar days

The Housing Repairs Service will be able to tell you what priority your repair will be given, will be able to give you a unique reference number if you need one and, when access to your home is needed, will also be able to offer an appointment convenient to you. The Housing Repairs Service will also be able to tell you whether you will be recharged for the work and if so will provide an estimate for the work.

As well as the above repair categories the Housing Repairs Service also carries out Cyclical and Planned Maintenance which includes servicing and safety checks to your gas and solid fuel heating systems and smoke alarms.

