



Repair Categories

It's important that before reporting a repair to us that you know what category it is.

This ensures we can provide the best service to you by allocating our resources in the right way.

It also helps you to report a repair accurately to us.

There are three different repair categories:

Routine: Doesn't pose any immediate danger to you or members of the public and we will visit your home within 4 weeks. You can report a routine repair on our Website or by ringing us

Urgent: Substantial inconvenience to you, immediate damage to your home or a potential health and safety risk. We will visit your home within 5 days. You can report an urgent repair on our website or by ringing us

Emergency: Danger to 'life or limb', major damage to your home or your home isn't secure. Examples could include total loss of power, an un-containable water leak we will visit your home within 24 hours.

To report an emergency repair, please call our offices on Telephone Number 0121 472 7576

Only emergency repairs should be reported to our out-of-hours service which operates after 4pm and before 8am.

To access our out-of-hours service, please continue to call us on 0121 472 7576.

The out-of-hours service is intended to make sure your home is safe until the next working day. Full repairs will be carried out in normal working hours.

If you're in any doubt about the category your repair falls into, please contact us and we can further assist you.