

REPORTING A REPAIR

A simple guide for Angus Housing Association tenants



See it > Report it > We fix it > You tell us how we did

!

Is anyone in danger, or could the damage get worse quickly?

Contact us straight away by contacting 03451 772244 during Office opening hours.

For Emergency Repairs when the office is closed, please call 01382 434343.

1

You spot a problem

YOU DO

Tell us what is wrong. If it is safe, take a photo. Do not try to fix anything that could put you at risk.

WE DO

We give clear information about which repairs we are responsible for.

2

You report the repair

YOU DO

Contact us by phone, online, email or at our office. Tell us your address, what has happened, and whether anyone needs extra help.

WE DO

We listen, ask simple questions and record the repair.

3

We check how urgent it is

YOU DO

Tell us if there is a safety risk, no heating, water damage, or your home cannot be secured.

WE DO

We decide how quickly the repair needs attention and explain what happens next.

4

We arrange the visit

YOU DO

Tell us when you can give access. Let us know about communication needs, mobility needs, pets or other support.

WE DO

We agree the next step and confirm the visit details. If plans change, we will update you.

Keep this leaflet somewhere handy. Contact details are on page 2.

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What happens when someone visits your home?

5

The repair visit

YOU DO

Please make sure we can reach the repair area. Ask to see identification if you are unsure who is at the door.

WE DO

We treat you and your home with respect. We work safely and explain what we have done.

6

More work may be needed

YOU DO

You do not need to report the same repair again unless the problem gets worse or you have not received an update.

WE DO

If parts or another visit are needed, we explain this and arrange the next step.

7

The repair is finished

YOU DO

Check the repair if you can. Tell us if the problem is still there or you are worried about the work.

WE DO

We update our records and check that the repair has been completed.

8

Tell us how we did

YOU DO

Share your feedback. If you are unhappy, tell us so we can try to put things right. You can also use our complaints process.

WE DO

We listen to feedback and use it to improve the repairs service.

HOW TO CONTACT US

Phone: 03451 772244

Online: www.angusha.org.uk

Email: admin@aha.org.uk

Telephone Lines Opening Times: Monday, Tuesday & Thursday 9.00am – 5.00pm, Wednesday 12.00pm – 5.00pm & Friday 9.00am – 4.00pm

Office Opening Times: Monday, Tuesday, Thursday & Friday 10.00am – 4.00pm, Wednesday 12.00pm – 4.00pm

NEED EXTRA HELP?

Tell us if you need information in another format, help to report the repair, an interpreter, or a reasonable adjustment.

Our promise: clear information | helpful updates | respectful service | a chance to give feedback

Tenant leaflet template | Please add approved repair priorities, contact details and branding before publication.

Angus Housing Association | Reporting a Repair