

## What repairs are my responsibility?

There are some repairs which Impact will not do, you will have to do them yourself. Examples include:

- Repairs to your own appliances or electrical goods
- Light bulbs or fluorescent tubes
- Curtain rails
- Small cracks in plasterwork
- Any repair as a result of damage caused by you, including broken glass

In some cases we may do the work if you agree to pay for it. Sometimes we will carry out works and charge you. If you have a query about a repair, please contact us.

## What if I am not happy?

Whenever you report a repair we will send you a card letting you know which contractor will be doing the work, and what they will do. We also send you a reply paid freepost card to tell us if you were happy with the repair or not. If you are not happy tell us, and we will aim to get things put right.

Please call in, phone or write to:

**Impact Housing Association**  
**Nook Street**  
**Workington**  
**Cumbria CA14 4EH**  
**01900 842100**

**Impact Housing Association**  
**The Oval Centre**  
**Salterbeck**  
**Workington**  
**Cumbria CA14 HA**  
**01946 833100**

**Impact Housing Association**  
**47 Nelson Street**  
**Carlisle**  
**Cumbria CA2 5NE**  
**01228 633600**

Our Head Office is: Nook Street,  
Workington, Cumbria CA14 4EH.  
Tel: 01900 842100 Fax: 01900 842101  
Email: [enquiry@impacthousing.org.uk](mailto:enquiry@impacthousing.org.uk)  
Website: [www.impacthousing.org.uk](http://www.impacthousing.org.uk)

## Impact Operates as a Charity

**For Type talk users please prefix  
18001 in front of the number you are  
calling**

# Day to Day Repairs



**We can provide information in Large  
Print, Braille, other Languages or  
audio. Please—Just Ask**

# Day to Day Repairs

As an Impact resident, you need to treat your home with care and keep it in good condition. This includes decorating the inside of your home.

Impact carries out most repairs to the property, but you need to let us know as soon as any faults happen so we can get them fixed.

## How do I report a repair?

- Call into our Offices
- Telephone any Impact Office
- Tell the rent collector if your rent is collected
- By letter
- By e-mail
- Via our web site

Contact details are on the back of this leaflet.

You will always be asked to give your name, address and telephone number, and also when you would like the repair to be done. Please give as much detail as possible about what is wrong.

## How quickly will the repair be done?

We give all repairs a priority when they are reported, and we will let you know how quickly the work will be done.

Each category of repair has a target time:

- Emergency repairs—complete within 2 hours
- Priority repairs—complete within 24 hours
- Urgent repairs—complete within 7 days
- General repairs—complete within 28 days

A list of repairs showing how quickly each will be done is available; if you would like a copy please just ask. If the repair is complicated, we may need to inspect it before a contractor calls. If we need to inspect a job we will let you know and make an appointment with you.

## Emergencies

If you have an emergency repair please

contact us immediately by telephone. If the office is open, we will deal with it straight away. If the office is closed, you will hear a recorded message giving a phone number of who to contact. Have a pen and paper handy to note the number, then ring it. Someone will be available to deal with your call at any time of the day or night. Please only use the emergency service for real emergencies, for example if you have burst pipes, no heating, or if your home is insecure.

## Gas Leaks

If you ever think you have a gas leak them immediately:

- Turn off the gas at the mains
- Open your windows and doors
- Do not turn on or off any lights or electrical equipment, and don't light any matches
- Ring British Gas immediately on **0800 111 999** and do not turn on the gas until the leak is sorted out

You may have to phone Impact's repair service when British Gas is at your property, as they do not carry out all repairs, but wait until British Gas have called.