



Monmouthshire Housing  
Tai Sir Fynwy

*Great People, Great Homes, Great Location*

REPAIR STANDARDS:  
**CAN WE FIX IT?**

*"Providing high quality homes & services that put people first"*

Open



Fair



Flexible



Achieving



MHA's Mission Statement:

"To provide **high quality homes**  
& services that put **people first**"

# Introduction



Our aim is to provide an efficient, prompt and cost effective responsive repairs service, which is easily understood. We want to provide well maintained homes for you to live in.

# Repairs

## What are Responsive Repairs?

Responsive repairs are day-to-day repairs, such as central heating failures, blocked toilets or sinks. Monmouthshire Housing has a legal obligation to carry out certain repairs within a specified timescale. We have set timescales for our repairs, which comply with this law and in many circumstances, exceed the expectations of the law.

# Repairs

## How do I report a repair?

- **By calling our repairs hotline on 0800 980 7751 (if you are using a mobile phone call 01495 761143)**
- **In writing to our Head Office (details on back)**
- **Via our website at [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)**

When you are reporting a repair you should have the following information to hand;

- **Tenants name**
- **Tenants address**
- **Tenants telephone number**
- **All details of the fault or repair**
- **Access details**

# Response Times

## How long will my repair take?

When you order a repair, the work will be given a 'priority' before it is passed to the contractor. This priority indicated a maximum time allowed for the job to be done.

The repair priorities are detailed opposite:

## Priority

EMERGENCY

URGENT

ROUTINE

# Response Times

## Our Service

## Examples

We will Respond within **2 HOURS** and **COMPLETE** within 24 hours.

- Total or partial loss of electricity, heating or hot water (depending on the season)
- Insecure external doors or windows.

We will complete within **5 WORKING DAYS**.

- Faulty extractor fans, etc.

We will complete within **20 WORKING DAYS**.

- Blocked gutter or damaged fence.

# Responsibilities

## What if I miss a repair visit?

It is important that every effort is made to attend your appointment time, if you know you are unable to attend the prearranged appointment please contact us immediately to rearrange.

If unfortunately you do miss the appointment, the contractors will leave a card to say they have visited the property. If you have one of these cards you need to contact the repairs hotline to rearrange your appointment.

**If you do not respond to the calling card, your repair will be cancelled.**

## Repairs MHA are responsible for...

Monmouthshire Housing is responsible for keeping in good repair the structure and exterior of your home. This includes the following:

- **Walls, doors, window frames and floors**
- **Gutters, down pipes and drains**
- **Baths, toilets, sinks, and wash basins**
- **Electrical wiring, gas pipes, fitted heaters, radiators and water heaters**
- **Communal areas such as stairways and entrances**
- **Where the fencing belongs to MHA we will be responsible for maintenance and repairs**



# Responsibilities

## Repairs you are responsible for...

- **Anything that belongs to you**
- **Light bulb replacement**
- **Replacement of lost keys**
- **Glazing (MHA will only replace broken glass where it can be shown that the damaged was caused by circumstances outside of the tenants' control – for example, by providing a crime reference number from the police)**
- **Damage caused by you, other household members or guests visiting your home**

## What will I get recharged for?

If you cause damage to your property, either deliberately, due to carelessness or through neglect by your family or guests, **we will recharge you for the costs of the works.**

If damage is caused by vandalism or a break in you should report the incident to the Police immediately.

If you cause damage to a neighbouring property you are responsible for putting right the damage.

# Notes

# Notes

# How to contact us



## General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with anti-social behaviour or a neighbourhood issue, please call the Head Office at Mamhilad on:

- **0345 677 2277**  
(local call rate)
- **01495 761100**  
(if you are calling us from a mobile)\*

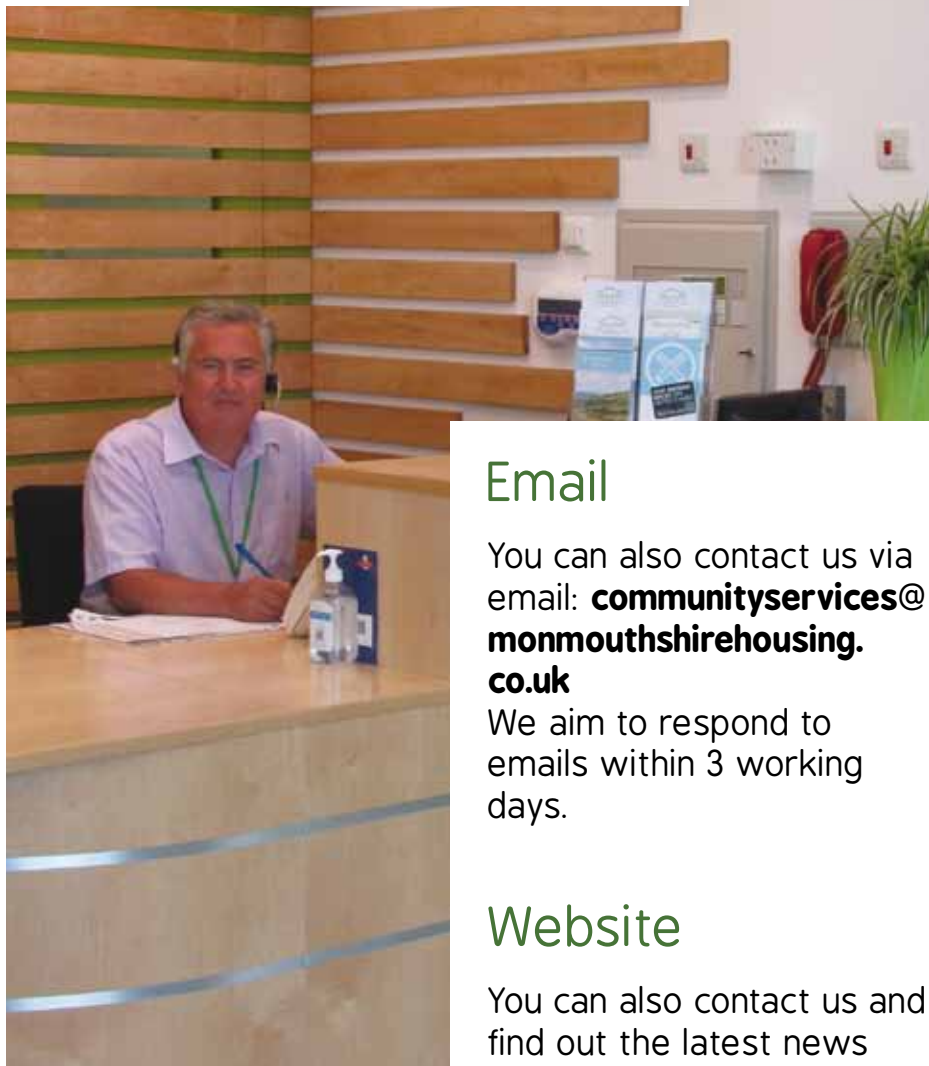
## Freephone Repairs Hotline (Including Emergency Out Of Hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on:

- **0800 980 7751**
- **01495 761143**  
(if you are calling from mobile)\*

\*Calls to our 0800 number may cost you more than the 01495 numbers if you are calling from a mobile phone.

# How to contact us



## Email

You can also contact us via email: **communityservices@monmouthshirehousing.co.uk**

We aim to respond to emails within 3 working days.

## Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at:

**www.monmouthshirehousing.co.uk**

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh, braille or audio format.

## Useful Contacts:

**MHA's Main Office** **0345 677 2277**

**Repairs Helpline** **0800 980 7751**

### **Citizen's Advice Bureau**

Abergavenny 01873 735 865

Caldicot 0844 772 020

Chepstow 0844 772 020

Monmouth 0844 772 020

**Gwent Police** **01633 838111**

### **Useful Websites**

Our Website: [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)

MCC's Website: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

## Useful Email Addresses:

### **General Correspondence**

[communityservices@monmouthshirehousing.co.uk](mailto:communityservices@monmouthshirehousing.co.uk)

### **Compliments, Comments or Complaints**

[continuousimprovement@monmouthshirehousing.co.uk](mailto:continuousimprovement@monmouthshirehousing.co.uk)

### **Monmouthshire Homesearch**

[info@monmouthshirehomesearch.co.uk](mailto:info@monmouthshirehomesearch.co.uk)

# Monmouthshire Housing Association

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☎ 0345 677 2277

✉ [communityservices@monmouthshirehousing.co.uk](mailto:communityservices@monmouthshirehousing.co.uk)

🌐 [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)

✉ **Monmouthshire Housing Association**  
Nant-Y-Pia House, Mamhilad Technology Park  
Mamhilad, Monmouthshire, NP4 0JJ

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Scan the QR code to access the  
MHA website.

