

Report a repair

Working in conjunction with our maintenance provider, we are able to book and fulfil any repairs that are required.

How do you report repairs

- ❖ You can phone the helpdesk on **0330 390 9100**.
- ❖ You can also email the helpdesk on maintenance@westmorelandsha.co.uk
- ❖ The helpdesk is open between 8.30am and 5pm.
- ❖ There is an out of hours service for emergency repairs only which can be accessed using the above number (up to 11pm only).

How are repairs prioritised

- ❖ Repairs are prioritised in the following categories:
 1. Emergency repair 24 hours (attendance within 4 hours depending on contractor availability)
 2. General repair 7 days
 3. Minor and cosmetic repair 28 days
- ❖ If the tenants in the property have particular health needs, please explain this clearly as it will help prioritise repairs appropriately.
- ❖ When you report a repair, you will be advised of the timescale it will be completed in.