

CoVid 19/ Coronavirus Repairs Process

In line with advice from the Government on reducing social contact, changes have been made to the delivery of key services to ensure that essential tasks can still be completed.

All emergency repairs will continue. An emergency is a repair which threatens your Health & Safety or security or could cause significant damage to your home

- Some examples of emergency repairs:
- Total loss of water or burst water main
- Leaking water or heating pipe, tank or cistern that cannot be contained
- Flooding or severe storm damage
- Total loss of electrical supply or unsafe electrical fittings
- Breaches of security to external ground floor doors and windows
- Gas leak or blocked flue
- Blocked main drains, soil pipe or sole toilet
- Loss of heating – subject to time of year (Oct to end of April only)
- Loss of hot water for elderly or vulnerable residents
- Fire damage
- Door entry system failure
- Loose or detached bannister or handrail
- Severe roof leak

Our residents are being asked to note the following changes to service delivery:

- No further appointments will be made for non-emergency housing repairs. Existing appointments made will be honoured where there is available resource and the tenant agrees to a visit.
- All Housing Capital Major Refurbishments & Planned Works will cease
- Works to prepare void properties will continue towards completion to allow allocation.
- Prior to any appointment the service will contact the customer to establish if anyone in the household is self-isolating. If the answer is yes then the service will still attend the appointment and carry out work but it is important that the person (or persons) self-isolating are in another room and remain there for the duration of the visit.
- All operatives are following NHS best practice guidance in relation to hand hygiene. Good practices such as hand washing and increased cleaning remain the best advice however we are also requesting (RAMS) Risk Assessments and Method Statements from our approved contractors.

You can call the repair line on 0113 320 7770.

If it is out of office hours, and you have an emergency repair to report, call 07776296318.

You can fill in the form on this page and your repair will be sent to the repairs department.

You can email repairs@ljha.co.uk