

Repairs FAQ's

How do I report a repair?

To report a repair, please telephone Sadeh Lok's Customer Service Team on **01484 435715**. You can also report a repair on line at customerservices@sadehlok.co.uk.

Will I be charged for a repair?

If you rent your home and the repair is to do with the general maintenance such as a faulty boiler, the cost will be covered in your rent. However, if the repair is due to lack of care such as a broken window, blocked sink or lost keys, then we will need to charge you. Find out the types of repairs you are responsible for in the Report a Repair section of the Sadeh Lok web site.

Can I request an appointment time for the repair?

We may be able to give you an appointment time if the repair isn't urgent; discuss your requirements with our Customer Service Team when you report the repair. If it is an emergency, for example if you have no hot water or heating, we will need to carry out the repair within 24-hours and we won't be able to give you a specific time for this.

I am a homeowner who bought my home from Sadeh Lok; can I use your repairs service?

If you own your home then generally it is your responsibility to carry out and pay for any repairs. However, depending on the type of property you live in, we may be responsible for some of the repairs. Telephone Sadeh Lok's Customer Service Team on **01484 435715** to find out.

How long will it take before my repair is carried out?

Typically this will depend on the nature and category of the repair works needed; at Sadeh Lok we use the following categories:

Out of Hours Emergency repairs - Attend within 4-hours

Priority A: 24 hours (Emergency)

Priority B: 7 calendar days (Urgent)

Priority C: 28 calendar days (Routine)

Priority D: Non-urgent work of a special nature, timescale will be set by the type of work



Please tell us if you are disabled, have mobility problems, have very young children or any other specific requirements; if your situation is such that it warrants a quicker response we will do our best to help.

If you want to find out more about how and why we priorities repairs contact Sadeh Lok's Customer Service Team by phoning **01484 435715**, or emailing them at customerservices@sadehlok.co.uk

What happens after my repair order has been raised?

Once a repair has been raised we will send you:

- Confirmation of your repair request, confirming the contractor who will attend to the repair/s and the latest date by which the repair should be completed
- A repairs satisfaction form

When your repair is complete please fill out the repairs satisfaction form and send it back to us - this helps us improve our repair service and you will be entered into our free prize draw with a chance to win £25.

If you are unhappy with our service, the way your repair was carried out or the quality of the work please use the satisfaction form in the feedback section of the Sadeh Lok web site to let us know.

Who will carry out my repair?

Sadeh Lok currently carries out repairs by using a range of contractors who have been vetted and placed on our Approved List of Contractors.

This means that when you contact us to report a repair, the Sadeh Lok's Customer Service advisor who deals with your repair will determine the best contractor to use from Sadeh Lok's approved list. This will be based on the type of repair required; where your home is located; and which of the available contractors is best suited to ensuring, as far as is reasonably possible, that the repair will be completed in a single visit to your home.

All gas related repairs, including heating and hot water breakdowns, are undertaken on a contracted basis by a single contractor.

Which ever contractor is selected, they will be indentified to you before they are due to contact you; this will either be at the time you report the repair, or in the repair confirmation receipt that we will post out to you; or email if you prefer.

For your safety, all the contractors working for Sadeh Lok are required to ensure their operatives should always show you ID before entering your home.



I can smell gas, what should I do?

What you should NOT do is smoke or turn on any electrical item (including mobile phones). Open all windows and doors and if you know where your gas supply valve is, switch it off. Immediately call Transco on **0800 111 999** and then call Sadeh Lok's Customer Service Team on **01484 435715**, menu option 1.

I think my home is damp, there is black mould on the walls / windows

Black mould usually indicates the presence of high levels of condensation. If the problem mainly affects the bathroom, and / or the kitchen and / or any north facing outside wall there are a number of things that you can do to reduce the problem.

- Keep your home ventilated by opening windows slightly (10 mm is normally all it takes to ensure a sufficient air flow)
- Ensure that any air vents provided are left open, even in winter months
- Try to maintain a constant temperature in your home by regulating your central heating to about 19c throughout the day
- Use the extractor fans provided in your bathroom and kitchens; they are one of the best and most economical ways of removing moisture from inside your home
- Open windows during and after bathing / showering and cooking
- Dry your washing outdoors rather than in your home and if you have a tumble dryer, make sure it is vented to the outside

If taking these measures does not resolve the problem or if the problem worsens, call Sadeh Lok's Customer Service Team on **01484 435715**, menu option 1, or by email at customerservices@sadehlok.co.uk, and they will arrange an inspection of your home.

There is a leak from the flat above me; what do I do?

- Before contacting Sadeh Lok's Customer Service Team to report the problem, please knock on your neighbour's door to see if they are in. If you are able to, let them know of the problem and see if they can identify where it is coming from
- When you call Sadeh Lok's Customer Service Team to report the problem, please give as much information as possible so that the problem can be tackled quickly
- Move your belongings somewhere safe and dry if possible as we cannot replace them if they get damaged
- If there is water near any electrical fitting (lights, sockets etc) do not switch them on until someone has visited and confirmed it is safe to do so

