



Repairs and maintenance Fact sheet 1

How do I report a repair?

You can report most **non-emergency repairs** through the Council's repair-reporting website, (www.hillingdon.gov.uk/requestrepair). You can also use this site to book and change appointments. To log in, please enter:

- Payment reference number (your rent account number)
- Your surname
- Your postcode

If you have problems logging in, please call 01895 556600 between 9am-5pm on Monday-Friday and when you hear the options menu say "online". You will be transferred to the next available agent.

To report an **emergency repair** at any time, please call 01895 556600 and when you hear the options menu say "emergency". You will be transferred to the next available agent. The emergency repair service is available 24 hours a day, 365 days per year.

When will my repair be completed?

We prioritise every responsive repair depending on its urgency and set a target for the maximum time that it should take to complete your repair. We aim to complete your repair more quickly than the maximum timescale. **The target timescales that we apply are:**

Emergency – 1 working day

Routine - 20 working days

Minor works (these are larger jobs that require more planning) - 90 working days

What do I do if I need to change my repair appointment?

Please let us know as soon as possible if you will not be available for an appointment, so we can reschedule it to a more convenient time for you and we can bring an appointment forward for another resident who is waiting for their repair.

You can reschedule your non-emergency repair appointment at (www.hillingdon.gov.uk/requestrepair) up to 48 hours before your actual appointment, even if you did not originally report it online. The website will give you the next available date. To rebook appointments less than 48 hours before the visit, phone 01895 556600 at any time. When you hear the options menu say "appointment", then follow the instructions.

If your appointment is with a council contractor, please contact them directly to rebook.

Can my appointment be brought forward if I phone the council?

The council's job scheduling system finds the first available diary date. However, the Maintenance Service back office does contact residents to bring jobs forward if another earlier slot becomes available for any reason.

Will you send me an appointment reminder?

You will receive a text message when the appointment is booked, another text the day before the appointment and a third when the operative is on their way to you. If you change your phone number please let us know so we can update our records.

What should I do if I miss my appointment?

If you miss the appointment our operative or contractor will leave a card in your letterbox. Please contact us using the details on the card to reschedule the visit. If you do not contact us within 7 days of the missed appointment your repair request may be cancelled.

Where can I find a list of what the council is responsible for repairing?

We have provided a comprehensive tick list at www.hillingdon.gov.uk/non-emergencyrepairs of the different repairs that the council and its tenants are responsible for doing.

Who will do the repair?

Most repairs and fault investigations are carried out by Hillingdon Council Maintenance Service trade operatives and inspectors. All Hillingdon Council employees wear a council uniform and carry official identity cards with their photograph.

Some repairs, including fencing, drains and any work from scaffolding, are done by an approved council contractor. Our contractors' staff also carry photo ID. Some repairs may be inspected first by council staff then passed to a contractor.

All Council staff and contractors should always show you their ID card as soon as you answer the door. If you are not sure who is at the door, do not let them in. Ask them to wait outside, close the door and phone our Resident Hub repairs line on 01895 556600.

Age UK London (www.aubdlondon.co.uk) has a list of trusted local traders to Hillingdon residents. This list is available to anyone over 60 years old or anyone over 50 with a disability.

What will happen if my repair cannot be completed in one visit?

There are many reasons why repairs cannot be completed first time. The actual repair could be larger than or different from what was reported. An operative may need to assess the amount and type of work, take measurements and order materials, or arrange for scaffolding. The work may require an additional person or to be passed to a specialist contractor.

Our operative will explain why the repair cannot be completed on the first visit. If it will be completed by the council, the operative will call the office to request a new works order and to book a new appointment with you. If the work needs to be done by a contractor, the operative will still call the office with their report and a new ticket will be raised for the contractor, who will then phone you to make the new appointment.