

How to contact us

Lambeth Service Centre
PO Box 41091
London SW2 1XZ

housing@lambeth.gov.uk

General enquiries/appointments
020 7926 6000

Leaseholders
020 7926 6700

Vulnerable tenants
020 7926 6270

Emergency repairs
020 7926 6666 any time, day or night

Walk-in service only: Lambeth Contact
Centre, 85-87 Streatham High Road,
London SW16 1PH

Tenant Management Organisation (TMO)

If you live on an estate managed by
a TMO, please contact the local office
or call **020 7926 6000** for details

On-line

You can visit our online Rent and
Repairs Service at
www.lambeth.gov.uk to look at
your rent statement or to report
or check up on the progress of
non-urgent repairs

Spanish

Si desea información en otro idioma,
rogamos nos llame al **020 7926 6660**.

Portuguese

Se desejar esta informação noutra
idioma, favor telefonar para
020 7926 6660.

French

Si vous souhaitez ces informations
dans une autre langue, veuillez nous
contacter au **020 7926 6660**.

Somali

Haddii aad jeceshahay inaad
warbixintan ku heshid luqad kale, fadlan
la xiriir **020 7926 6660**.

If you would like this information in large print, Braille,
audio tape or another language please contact us on
020 7926 6000.

Leaflets on service standards are available for:

- Nuisance and anti-social behaviour
- Investing in your homes
- Paying your rent
- Resident involvement
- Leasehold and home ownership
- Gas safety
- Empty properties
- Tenancy management
- Customer care
- Looking after your estate

Repairs – Service Standards

Need a repair to your home?

Working to provide you a high
quality and reliable repair service



Better Homes, Better Value, Better Service

Our commitment to you

Our service standards set out what we will do and how quickly we will do it. These standards are our commitment to you and they explain the level of service you can expect from us. This leaflet contains information on how to give us feedback on our services.

We believe that whatever your race, sex, age, culture, faith, sexuality or disability, you should have access to housing services that meet your needs.

Repairs – Service Standards

To report all repairs, contact the Lambeth Service Centre on **020 7926 6000**.

We prioritise our repairs by how urgent they are.

We do priority 1 repairs within 24 hours. This could mean:

- stopping water flowing back into your sink, basin, toilet pan or bath
- repairing a total loss of electrical power
- repairing or replacing an outside window, door or lock that is not safe

We do priority 2 repairs within two working days. This could mean:

- clearing blocked drains
- repairing the supply to electrical cookers – if this is the only means of cooking
- repairs that would cause a safety hazard if not dealt with

We do priority 3 repairs within five working days. This could mean:

- repairing lighting in common areas
- repairing a door entry phone
- repairing a mechanical extractor fan in a kitchen or bathroom

We do priority 4 repairs within 30 working days. This could mean:

- clearing blocked grids and gully holes
- repairing doors and windows (unless the property is not safe)
- repairing plasterwork after other repairs have been done
- communal repairs (unless there are health and safety issues)

We do priority 5 repairs within 90 working days. This could mean:

- structural repairs
- structural maintenance
- roof repairs

For more information on repairs priorities and responsibilities, please refer to the Tenants' Handbook or the Homeowners' Handbook.

In doing your repair we will:

- immediately agree an appointment with you
- give you a receipt for the repair. This will show the job number, the appointment date, the contractor's name and contact details, and the date the repair should be done by

- send you a satisfaction card within five working days of the repair being completed. This is so that you can tell us if it has been carried out to your satisfaction
- we may also phone you within three working days to check that our contractor has kept the appointment and that you are satisfied with the way the repair has been carried out

If our workers call to do a repair when you are out, they will leave a card. We would like you to complete the card, giving us a time when you will be at home. Or you can phone the number on the card to make another appointment.

If you need to change the appointment date, you must give your Housing Office at least three days' notice. If you are out on the re-arranged appointment date, we may cancel the job.

- We will give you £10 compensation if a contractor misses an appointment. To claim this, please call us on **020 7926 6000**. If you are in arrears, this will be paid directly into your rent account.
- The contractor will ask you to sign a form when the repair is completed. This is to make sure that you are happy with the work carried out before we pay them.
- We will send a text message to one resident representative when a repair to a shared area is booked or completed.

We provide an emergency service for reporting repairs after 8pm Monday to Friday and after 4pm Saturday and Sunday. To contact the emergency service, phone **020 7926 6666**.

On-line

You can also visit our on-line rent and repairs service at www.lambeth.gov.uk to look at your rent statement or to report or check up on the progress of non-urgent repairs.

Complex enquiries

If your enquiry needs follow-up action, we will arrange an appointment, a home visit or for someone to call you back.

Complaints

If you're not happy with our service, your complaint can help us to improve. Please call our Housing Customer Relations Section on, **020 7926 3497** Monday to Friday 9am-5pm, or write to:

Housing Customer Relations Manager
Lambeth Housing Services
Hambrook House
Porden Road
London SW2 5RW

Email:

DHSCustomerRelations@lambeth.gov.uk

You can also visit our website at:

www.lambeth.gov.uk

Feedback

We also need to know when we get it right – this helps us to keep to the standard of service that you want. If you received a better-than-expected service from a team or a staff member, please tell us, using the details below.

Este folleto trata sobre reparaciones
Este folheto trata de reparações

Cette publication traite du sujet suivant : Réparations.
Warqaddaan qoran waxay ku saabsan tahay Dayactirrada