

A man in a high-visibility orange shirt is working on a sink in a bathroom. He is using a screwdriver to adjust the plumbing. The background shows a white sink with a chrome faucet and a tiled wall. The man has a tattoo on his left forearm.

# Repairs Service

Bristol  
**Community  
Housing**  
Foundation

**You have told us that repairing your home is one of the most important services that BCHF provides. This leaflet sets out how to get the best from this service.**



## **Who will carry out the repair?**

Before reporting the repair, please consult your Tenants' Handbook to establish responsibility. Repairs we would expect to be carried out by tenants include cleaning, plunging to unblock baths, sinks and showers, internal door fittings, minor repairs to kitchen unit doors and drawers and damage through neglect or accident. You can find a more detailed list on our website or in your Tenants' Handbook.

## **Repairs that are your responsibility**

Please carry out the repairs for which you are responsible as soon as you can to stop them getting worse and more expensive to fix. If you wish us to do the work on your behalf, call us to obtain a quote. Payment for any non-emergency works will be required before the repair is carried out. However, there are numerous repayment options so do call us to discuss them.

## **Repairs that are BCHF's responsibility**

Please let us know about your repair as soon as you notice it and give us as much detail as possible. If your repair is due to crime or vandalism, report it to the police and obtain a crime reference number. There are a number of ways to report a repair:

**Visit or Telephone:**  
**400 Filton Avenue**  
**0117 9470501**

**Website or Email:**  
**[www.bchf.co.uk](http://www.bchf.co.uk)**  
**[repairs@bchf.co.uk](mailto:repairs@bchf.co.uk)**  
(not for emergencies)

**Out of Hours Emergency:**  
**0800 5872325**



## What BCHF will do when you report a repair

We will assess the priority of the repair, taking into account your circumstances:

**Emergency** - we usually cannot offer appointments for emergency repairs. We will at least make your home safe by the end of the next day

**Non Emergency** - you will be offered a choice of appointments: weekday morning, afternoon, early evening slots for weekdays and Saturday mornings.

We will send you a letter containing details of the appointment and the contractor.

Our contractors aim to send a reminder text the day before. Please ensure we have your up to date contact details.

## Who will do the repair work and what can you expect from the contractor?

We use different contractors for different types of repair. Our caretaker can carry out various minor repairs.

The contractor should give us 24 hours notice if they are unable to attend a repair, and we expect the same notice from our tenants. If you miss two appointments, you will be charged for the second missed appointment. Please report the problem again if the work still needs doing.

When the contractor visits your home, he should show his ID and leave your home safe, clean and tidy and comply with our contractors' code of conduct. In most cases the contractor will complete the repair on the same day as your appointment. If there are delays, we will keep you informed about progress at least once a week.



## Feedback and performance against these standards

We invite your feedback about each repair. Please contact us by phone, letter, feedback card, email, text or calling in at our office. We will follow up any negative comments and also record any compliments. We publish our performance on our website, newsletters and annual reports.

**If you would like this leaflet in a large print or a different format, or translated into a different language, please contact us.**