

# Day-to-Day Repairs



## Reporting Repairs

You can report repairs by phoning the freephone number 0800 012 1431. Calls to this number from a mobile may still be charged at the local rate.

You can also make local rate calls by phoning 01492 805580.

These lines are staffed by customer service advisers, who speak Welsh and English, who can help you to report a repair, check on job progress and monitor the repairs service.

For genuine emergencies that are outside office hours and cannot wait until the next working day, please phone 0800 012 1431 – **your call will then be transferred to the Out of Hours Service.** Our office hours are 9am to 5pm Monday to Thursday and 9am to 4.30pm on Friday.

You can also report your repairs by email to [repairs@cartreficonwy.org](mailto:repairs@cartreficonwy.org) - remember to give us your name, full address and a contact number.

## What will the customer service advisers ask me?

They will ask you for your address and details of the repair. They will enter these details into our computerised system for ordering repairs. We will produce a job ticket for the work to be carried out and give this to one of our building maintenance operatives to action.

## How do Cartrefi Conwy prioritise day-to-day repairs?

Under the Right to Repair scheme, we must carry out repairs within a certain time. As a result, we put repairs into one of the following four categories based on the information you give us.



**Emergencies** – This covers damage that is a risk to health and safety or security (for example, burst pipes, total power cuts, a gas fault or a severe roof leak). We will make your home safe and aim to carry out the repair within 24 hours.

**Urgent work** – This covers damage that causes an inconvenience or where comfort is seriously affected. We will carry out urgent repairs within seven calendar days.

**Non-urgent** – These are less urgent repairs that can wait a short time before being dealt with. We will carry out non-urgent repairs within 28 calendar days of our inspection.

**Routine work** – This includes repairs we can carry out with other work so that it becomes cost-effective. We will carry out routine repairs within 42 calendar days of our inspection.

Please note that other emergencies should be reported using the numbers below:

Gas leak	0800 111 999
Electrical emergencies	0845 272 2424
Water services enquiries	0800 052 0130

### **Repairs by appointment**

If you ring to report a routine repair, we will be able to offer you a morning or afternoon appointment. We carry out routine repairs on



a weekday (Monday to Friday). Appointments will either be made in the morning, between 8am and 12.30pm, or in the afternoon, between 1pm and 4.30pm.

Our staff will always try to help you with any problem or difficulty you may have when using our service.

If they are not able to help, they will try to put you in touch with someone who can.

If you do experience problems with the services that the building maintenance unit provide, you should ask for the 'Comments, Compliments & Complaints' leaflet which is available in all our offices or online at [www.cartreficonwy.org](http://www.cartreficonwy.org)  
This will tell you what to do next.

To contact us for any other service we provide to you, you should contact your area office:

Llandudno Area Office	01492 805631
Colwyn Bay Area Office	01492 805600
Head Office	01492 805500

**You can get this leaflet in large print or audio format. If you want one of these, please phone 01492 805500 or email: [enquiries@cartreficonwy.org](mailto:enquiries@cartreficonwy.org)**

