

We offer a wide range of leaflets which set out our policies, procedures and good practice. These are available on request.

Optima is proud to be part of



Optima Housing Office

Ground Floor, One Parkland,
Rubery, Birmingham, B45 9PZ

☎ 0121 457 4600

Need help in your own language?

Arabic

"هل تحتاج إلى مساعدة بلغتك؟"

French

Vous avez besoin d'aide dans
votre propre langue

Kurdish

ئێهه بهوێست به بارههتیه به زهانی خۆه ههیه.

Somali

Ma'u baahantahay in
lagugu caawiyo luuqadaadda

Polish

Wymagają Państwo
pomocy w swoim języku?

Cantonese

需要母語幫助

☎ 0121 457 4600

Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 0121 457 4600

Repairs Line (24hrs) 0300 7906 555



www.optima.org.uk
email optima@wmhousing.co.uk

Your Repairs Service

Votre service réparations
خدمة الإصلاح والتعمير
Usługi w Zakresie Napraw i Remontów
Adeega iyo Hagaajinta
您的維修服務
جرمەنی ج ئگنر دبهوهی نووه



"creating places where people are proud to live and work"

Your Repairs Service

We aim to make sure your home is well maintained. To help us do this, we ensure it is easy for you to report a repair. We will arrange to do the repair and give you an appointment slot. If this is not possible, we will give you a date when you can expect us to have completed the repair. You are responsible for keeping your home in good condition and doing some of the repairs yourself.

Reporting a repair

Please report any repairs as soon as possible, especially any that may affect the health and safety of you and your household. For all repair requests please give us as much information as possible, your contact phone number and the times you are normally at home.

Phone our Repairs Centre on **0300 7906 555**.

You can report any kind of repair from **8am–8pm Monday to Friday**.

Outside these hours (including bank holidays and weekends), you can report emergency repairs only.

When you call, our staff will ask you questions to help us decide what needs doing and when, and to ensure we send the right person for the job.



Email

You can email your repair request to our Repair Contact Centre on **repairs@wmhousing.co.uk**

Please give us as much information as possible, for example, if a window needs repairing, tell us whether the frame is made of plastic or wood. Don't forget to include a contact number so we can make an appointment with you, and in case we need more information.

Internet

You can request a repair on our website at **www.optima.org.uk** Simply follow the simple on-screen instructions to help you diagnose and report your repair.

How quickly will your repair be done?

We will offer you an appointment and aim to complete the work within 10 working days.

Due to the nature of certain jobs, specialist materials or contractors may be needed. If this is the case we will aim to complete these repairs within a further 10 working days.

- **Emergency:** done within 24 hours or made safe until a permanent repair is possible
- **Programmed** (planned maintenance): They are usually large repairs that we include on our programme of planned work, such as painting communal areas and replacing the roof. You should not normally need to ask for these repairs to be done as we do them automatically, but please contact us if you think any of this kind of work is overdue.

Repairs appointments

If your repair is not an emergency, we can give you an appointment that is convenient to you during one of the following time slots:

- **Morning slot** – between 8.30am and 12.30pm
- **Afternoon slot** – between 12.30pm and 4.30pm
- **'School slot' for customers who have school-aged children** – between 9.30am and 2.30pm
- **Evening slot** – between 4.30pm and 6.45pm

We can post a repair receipt to you to confirm the date and time of your appointment, or if you have a mobile telephone we will do this by text.

Your repair responsibilities

You are responsible for some repairs to your property.

Some of these are set out in your tenancy agreement, but if you are unsure which repairs you are responsible for, please ask at your Housing Office. Examples of repairs you are responsible for include:

- decoration inside your home
- maintaining and repairing cookers, washing machines and fridges (unless we have provided them) – including installing them correctly
- maintaining fuses and electric plugs on appliances
- light bulbs and fluorescent tubes
- replacing batteries in battery-operated smoke alarms

- plugs and chains to baths, sinks and wash hand basins
- TV aerials (unless communal)
- fences between gardens (except the privacy panel)
- replacing keys and locks if they are lost or stolen – remember, your home insurance may cover you
- damage caused by you, other residents or visitors
- minor repairs you can easily do yourself.

Repairs we may do and charge you for

Sometimes we may do repairs for you that are not our responsibility and we will charge you the cost of this work. We call these 'rechargeable repairs'. We may do this if, for example, the repair is needed to ensure your or other people's health and safety or to make the property secure. In most cases, you will have to pay for the repair before we do it.



Leaseholders

If you are a leaseholder, your lease tells you what repairs we must do and what repairs you are responsible for. If you are unsure, please ask at your Housing office.

Who does the work?

The repairs we do in your home are done by our maintenance contractors.

What you can expect

Anyone who comes to work in your home must show you identification and tell you what work they are going to be doing. They should also be polite, work tidily and complete the repair to a good standard.



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