

Our repairs service



Repairs to your home can be inconvenient. We will try to cause as little disruption and nuisance as possible.

All of our staff and contractors have agreed to these promises when we provide repairs to your home.

We will ALWAYS

- ✓ show respect to you, your family and your home
- ✓ tell you if a repair is your responsibility when you report it
- ✓ ask if you have any special requirements and do our best to meet them
- ✓ make emergency repairs safe within 24 hours
- ✓ for all other repairs, tell you when you report them if we will need to make more than one appointment
- ✓ offer you a choice of morning or afternoon appointments
- ✓ do our best to keep to appointments and tell you in advance if we might be late
- ✓ leave a card with our details if you are not in when we call
- ✓ show you a photo identity card and ask if we can come in
- ✓ offer to wear shoe-covers inside your home
- ✓ make good areas affected by repair work and remove our rubbish

We will NEVER

- ✗ enter your home if unsupervised children under 16 are there
- ✗ smoke in your home or use your home for lunch or tea breaks
- ✗ use your toilet or washing facilities without your permission
- ✗ use or ask to use your telephone or use a radio or personal stereo in your home
- ✗ touch or move any of your things without permission
- ✗ leave you without water, gas or electricity unless it is unsafe to keep the supply connected

How to contact us



General enquiries

0300 123 1745

0300 numbers are cheaper to call, even calls from mobiles.
0300 numbers are only available to public sector, not for profit or charitable organisations.



Repairs hotline

0800 279 2101



Text

60066 (start your text with fch)



Fax

0121 236 9953



E-mail

friendship@longhurst-group.org.uk



West Midlands

50 Newhall Hill,
Birmingham B1 3JN

East Midlands

5 The Triangle, Enterprise Way,
Nottingham NG2 1AE

For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить и формацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زمانىكى تر يان ھەر شيوازيكى تر، تڪايه پەيوەندىيمان پتوھ بکە

विसे ही ठेर ब्राह्म नानं तुप लष्टी विरपा वरवे साडे ढाल संपतव वटे।

Haddii loo baahdo luqad kaleama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے برائے مہربانی ہم سے رابطہ کیجیے



business for neighbourhoods



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