

Our repairs service

Friendship helps people live fuller lives. Our homes and support meet individual needs and create better neighbourhoods to live in.

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 you a photo identity card and ask if we can come in
- ✓ show respect to you, your family and your home
- ✓ talk to you politely
- ✓ tell you if a repair is your responsibility when you report it
- ✓ 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
- ✓ offer to wear sho-covers inside your home
- ✓ make good areas affected by repair work and remove our rubbish

We will NEVER

- ✗ smoke in your home
- ✗ enter your home if unsupervised children under 16 are there
- ✗ use your toilet or washing facilities without your permission
- ✗ use your home for lunch or tea breaks
- ✗ use or ask to use your telephone
- ✗ 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...

West Midlands

50 Newhall Hill,
Birmingham
B1 3JN

Telephone

0121 506 2800

Fax

0121 236 9953

East Midlands

5 The Triangle,
Enterprise Way,
Nottingham
NG2 1AE

Telephone

0845 608 8110

Fax

0115 986 0050

Internet

enquiries@fch.org.uk

www.fch.org.uk

Repairs hotline

0800 279 2101

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 информацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter.

ہر ہر زمانہ کی تر بیان ہر شیوز کی تر، تکایہ بہیوہندیمان بیوہ بکہ

विमे वी उर बाह्य सां रूप लही विरपा वरवे माहे ताल संपुत्र वर।

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

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأي لغة أو صيغة أخرى برجاء الاتصال بنا

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

Our promises to you