

How to Get Housing Repairs

*Wellbeing area: Social / Money / **Home** / Health / Positivity / Independence / Work*

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INTRODUCTION

If you are a council or housing association tenant and need housing repairs, the following information will be useful. Due to the Covid situation organisations are currently prioritising emergency repairs or those for vulnerable clients, and you can expect to wait longer for a response to non-urgent enquiries. In the main, this is to limit going into people's homes when it's not essential.

It's important to check your tenancy agreement for who has responsibility for repairs and the response times that you can expect for different categories of repairs. The criteria for whether a repair is an emergency / urgent / non-urgent should also be given within your agreement. Housing organisations will also let you know how to report communal repairs, and how quickly you can expect these to be completed.

For small repair jobs, where it's acceptable within your tenancy agreement, you might also want to consider paying for help to get the repair fixed – e.g. using a handyperson scheme.

NEED INFORMATION?

There are different ways we can help and support you to get started. Take a look at the below information.

Housing Organisations

Housing Association tenants should contact your association directly.

Landlord	Repairs Number	Website / repair form
Islington Council	<p>Phone: 0800 587 3595 8.30am - 5pm, Mon to Fri Emergency out-of-hours number, 0800 587 3595</p> <p>The Islington Council repairs team is focusing on essential maintenance, safety checks and emergency repairs only at this time to limit going to people's homes when it is not essential.</p> <p>Please only telephone the repairs services if there is an emergency</p> <p>Report repairs by telephone only, not online</p>	<p>https://www.islington.gov.uk/housing/repairs-and-estate-management/repairs</p>
Partners Islington (manage some Islington Council properties)	<p>Phone: 020 7288 8310 / 0800 587 3595 8.30 – 5pm, Mon to Fri</p> <p>Emergency out-of-hours number: 0800 587 3595</p>	<p>https://www.partnersislington.net/contact-us/</p>

Peabody HA	<p>Phone: 0800 022 4040 (free from landlines) or 020 7021 4444. 8am–8pm, Mon to Fri</p> <p>Vulnerable residents can get urgent repairs.</p>	https://www.peabody.org.uk/contact-us/contact-peabody/report-repair
Notting Hill/ Genesis HA	<p>Phone: 084 4567 1074</p> <p>You can raise a repair using your online account or by contacting your officer.</p>	https://www.nhg.org.uk/contact-us
London & Quadrant HA	<p>Phone: 0300 456 9996 for emergency repairs</p>	https://www.lqgroup.org.uk/manage-your-home/repairs-and-maintenance/
Southern HA	<p>Phone: 0300 303 1061 9 – 5pm, Mon to Fri / out of hours</p>	https://www.shgroup.org.uk/contact-us/useful-numbers/
Paragon/ Asra HA	<p>Phone: 020 8548 0882</p>	https://www.pahousing.co.uk/contact-us/
Hyde HA	<p>Phone: 0800 3282 282 8 – 8pm, Mon to Fri / out of hours emergency repairs</p>	https://www.hydehousing.co.uk/contact-us/
Clarion Housing Group	<p>Phone: 0300 500 8000</p> <p>This includes all previous Affinity Sutton or Circle and residents</p>	https://www.myclarionhousing.com/about-us/contact-us/general-enquiry/

Newlon Housing Trust	Phone: 020 7613 8080. 8am-5pm, Mon to Fri Email: repairs@newlon.org.uk Text: 07748 963 402 Online reporting service	https://www.newlon.org.uk/residents/repairs-maintenance/

Other options

Within your tenancy agreement, this will outline the services that you are responsible for and those that your landlord is responsible for.

For the repairs that you're responsible for, you will be able to use the Council handyman service or an independent local supplier.

Important note (1): However, you'll need to get approval from your landlord before using the council handyman scheme or an independent local supplier. *Age UK Islington takes no responsibility for any actions, repairs or companies used.*

Handyman service for Islington residents

The council provides a Handyman service which is available to all older or disabled residents in Islington or carers registered with the Islington Carers Hub. This is regardless of your landlord and even if you own your home. There is a small charge for the use of this service. Many different types of small repair and improvement jobs around the home can be provided through the service, for example: repairing an electric light fitting, fitting a curtain rail, problems with doors & locks, plumbing in washing machines, repair of leaks in pipework:

More information about the service and details of the eligibility criteria and charges are available on the council website:

https://directory.islington.gov.uk/kb5/islington/directory/service.page?id=J_rJe228lag

Search for local suppliers

If you have a small repair job that needs doing, and can pay for this yourself, you might want to find a local service that can help you. Where possible, try to get someone that has been recommended to you (see the “important note (1)” above).

Otherwise, you can might want to search for a local supplier using the following online directories. They will include painters & decorators, handyman services, plumbers, electricians.

- <https://www.trustmark.org.uk/>: government endorsed website giving names of local trades people who have been independently checked and have received the Trustmark quality mark. You can also call them on 01344 630 804.
- [Which Trusted Trader](#): online directory including companies that are assessed using a variety of measures; companies pay for an assessment and will be listed if they qualify.
- [Yell.com](#): online directory including free listings for companies and paid advertisements.
- [Google.co.uk](#): enter the type of service and your postcode into the search box; companies advertising will be listed first and then other company's websites will be listed below them.

When choosing a supplier, you need to consider:

- If the supplier has the necessary qualifications to do the work. You can check that they are a registered member of a government approved scheme for their trade.
- Get references from other customers.

- Check that it's a reasonable price by getting 2 or 3 quotes for the job
- Don't feel hassled, take your time choosing a supplier.

For more information about choosing a supplier:

<https://www.electricalsafetyfirst.org.uk/find-an-electrician/choosing-an-electrician/>

<https://trustedtraders.which.co.uk/articles/how-to-hire-guide-electricians>

<https://trustedtraders.which.co.uk/articles/how-to-find-a-good-plumber>

<https://trustedtraders.which.co.uk/articles/how-to-hire-guide-builders>

NEED FURTHER SUPPORT?

How Age UK Islington can help

- Age UK Islington can help you to understand how to report a housing repair
- You need to report the repair to the housing organisation and get a job number. If you've not heard back from the housing organisation after repeated attempts to get an urgent or emergency repair actioned, or if you are vulnerable, please get in touch with us on our helpline: 020 7281 6018.

Please note we cannot recommend or endorse these services. Information provided is accurate to the best of our knowledge at the time of publishing. If you find any inaccuracies, please notify us gethelp@ageukislington.org.uk

What can Age UK Islington help with? *Age UK Islington provides adults (16 yrs+) in Islington with information and guidance about anything to do with your wellbeing, e.g. debt,*

housing issues, bereavement, support for unpaid carers (Islington Carers Hub) and much more. We can also help you get the most of the local area, e.g. finding affordable social groups or training. Our staff are experts in finding the best way forward, and have lots of knowledge about local specialist partners.

Contact Age UK Islington Helpline: 020 7281 6018 (Mon to Fri 9 - 5pm) / gethelp@ageukislington.org.uk / info@islingtoncarershub.org
