

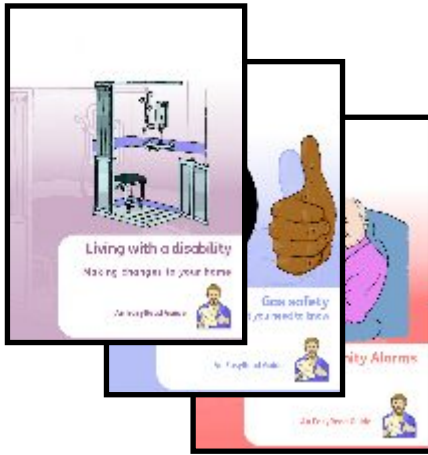


# Getting repairs done

An EasyRead Guide



# About us and these booklets



## This booklet

This EasyRead booklet is part of the EasyDocs series of booklets about your housing. We hope you find them useful.

There is more information about the other EasyDocs booklets and how to get them on the back page.

## About us



Independent Housing (UK) Ltd. Is a registered Housing Charity and was established in 2007.



Your local office is Poynton Head Office.

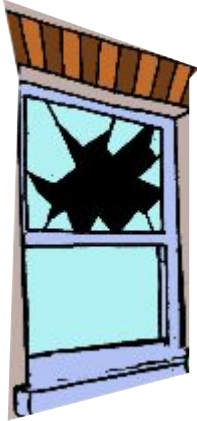
It is open from 9am to 5pm,  
Monday to Friday



Please get in touch with us if you have any questions or need any more information.

Details about how to get in touch with us are at the back of this booklet.

# Your rights to repairs

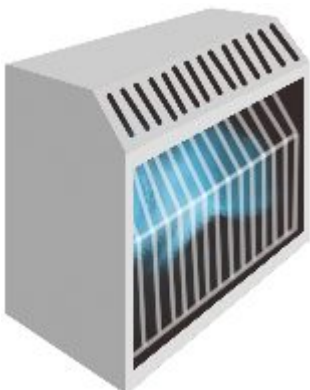
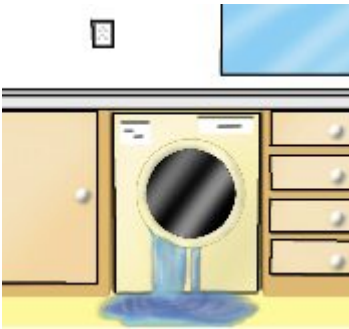


## What we must do

We have to make sure that repairs are done in your home.

This includes:

- the outside parts of the building
- some things in the kitchen and bathroom, but not things that you have put in yourself
- electrical wires, gas and water pipes inside your home
- any heating that we have put in





- any shared areas around your home like stairs or landings.



We will also repair other parts of your home and decorate the outside and shared areas of flats.



There is more information about this in the Welcome Pack.



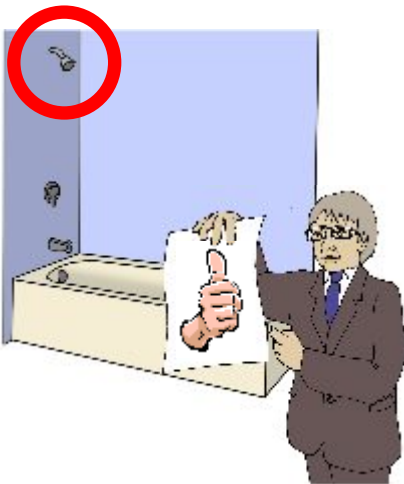
This will tell you about the longest time you will have to wait for a repair after you tell us about a problem.



You have the right to have repairs done within a fair time.



If we don't do the work properly you can make a complaint.



You have the right to make your home a better place to live. You could put in central heating or a shower. But you must get us to say yes before you do any work.



We might say how the work should be done but we will not say no unless there is a good reason.



# How to get in touch with us



You can call our Head Office at any time of the day or night. If no one is there leave a message and we will get back to you.

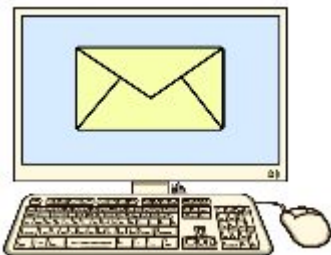


Telephone:

**01625 877 522**



If English is not your first language we can make sure that there is someone to help with translation.



You can also email our maintenance team directly at:

**[maintenance@ihl-uk.com](mailto:maintenance@ihl-uk.com)**

## Standards

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It meets:

- the Government's new EasyRead guidance

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