

## **Housing Repairs**

If you need to have a repair carried out, it is better if you contact us directly, preferably by phone. This will allow you or your representative to talk with staff who will be able to provide you with advice relating to your repair, including how quickly your repair will be carried out, and by which contractor. The Association carries out repairs within different timescales dependent on the type of repair, however, if you feel that your repair requires to be completed outwith these times, you can discuss this with a staff member. We will also be able to advise you if the repair is a **qualifying repair** and therefore your entitlement to compensation if the repair is not carried out within a certain time.

We monitor all repairs carried out and send a customer satisfaction form out to all tenants. We also attempt to contact all tenants who report a repair by phone to establish if the work was carried out on time and to the tenants satisfaction.

**Please refer to our Tenants Handbook for repair categories, right to repair information and emergency contact numbers. You can download a copy by clicking on [Tennants Handbook](#)**

### **Contact us**

#### **Phone**

0131 447 9027 or 0131 478 8143

#### **Write**

Housing and Property department, ARK Housing Association, The Priory, Canaan Lane, Edinburgh EH10 4SG.

#### **Email**

[Repairs@arkha.org.uk](mailto:Repairs@arkha.org.uk) We will contact you to discuss your repair.