

How to report a repair



SYHA is responsible for carrying out repairs to your home.

You are responsible for reporting them.

Our office hours are Monday to Friday 9.00am to 5.00pm.

To report a repair during office hours:

- ring our **Free Phone 0800 1380 380** (all repairs)
- text the word **REPAIR** to **63333** (routine repairs only)
- e-mail **repairs@syha.co.uk** (routine repairs only)
- call into our office at **43-47 Wellington St. Sheffield, S1 4HF**

If you have a Key Worker they may report the repairs on your behalf, so please check with them first.

Outside of office hours to report an emergency repair, including weekends and Bank Holidays, ring our emergency repair phone number on **0800 1380 580** (this is also a free phone number).

For all repairs you need to tell us:

- Your name and address
- Your telephone number
- What the repair is and where it is
- When you will be in, morning or afternoon

For urgent and routine repairs we can agree a morning or afternoon visit to suit you. If you then find that you can't keep the appointment, contact us to make alternative arrangements. We will offer you an appointment whilst you are on the telephone and give you details of the repair, which contractor you can expect and when the work will be complete.

We aim to complete your repair:

Within 24 hours - Emergency repairs: blocked drains, total loss of heat in cold weather, loss of electrics or gas etc

Within 7 calendar days - Urgent repairs: leaking roof, insecure windows, partial loss of electric or gas, blocked toilet etc

Within 31 calendar days - Routine repairs: dripping tap, loose floorboards, sticking doors etc

All callers representing SYHA will carry ID, ask to see this before letting them into your home.



Gas Safety: If you smell gas...

- **Open the doors and windows and check to see if the gas has been left on or if a pilot light has gone out. If so, turn it off**
- **If it is a gas escape, turn the gas supply off at the meter and phone the TRANSCO Gas Emergency Service immediately on 0800 111 999**
- **Don't turn any electrical switches on or off (this includes door bells)**
- **Don't smoke, use matches or naked flames**