

# Reporting repairs

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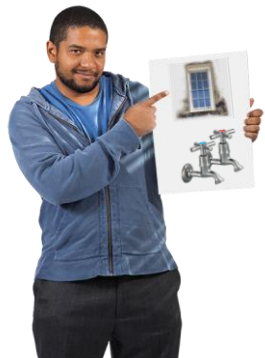
# Seeing something that needs repairing



Sometimes it's hard to see if you have things that need repairing in your home - this can happen a lot if you live on your own



Sometimes it's support staff that see there are things that need repairing when they visit homes



The support staff can then point out if there are things that need repairing in your home



# A story

- I live by myself and my support worker visited me one day



- They saw my bathroom was damp



- I didn't know what damp was so my support worker told me about it



- We had a chat with the Scheme Manager – they booked a plumber for me



# Who to contact for repairs

It can be hard to know who to get in touch with to book a repair



When you call the Council there are lots of different options to choose from – it's hard to reach the right person to speak to



It can be hard to know which number to call and which option to choose



This can be very stressful

# Example



A service user had a leaking boiler – we phoned the Council for them

**x3**



We kept getting put through to the wrong person – we had to call **3** times

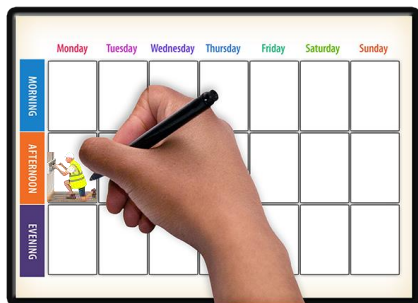
# What we can do



- We help to check if there are any things that need repairing in a person's home



- We can help by getting in touch with the right people to do the repair



- We help to arrange appointments for the repair work to be done