

Contacting us

Woodchurch Housing Office 0151 666 7001
woodchurchhousing@wphomes.org.uk

Rock Ferry Housing Office 0151 666 7002
rockferryhousing@wphomes.org.uk

North End Housing Office 0151 666 7003
northendhousing@wphomes.org.uk

Response Centre 0808 100 9596
housingrepairs@wphomes.org.uk

Wirral Partnership Homes
6 Europa Boulevard
Birkenhead
Wirral
CH41 4PE
Switchboard: 0151 606 3000
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www.wphomes.org.uk

Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بنسخة مختلفة، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم 0151 606 3000.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য প্রার্থনা হয় অথবা এটাকে আপনি অন্য কোনো ফরম্যাটে, বড় হরফের ছাপায়, অডিও বা ব্রইলে পেতে চান, তাহলে অনুগ্রহ করে 0151 606 3000 নম্বরে যোগাযোগ করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版、錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪ ਵਿੱਚ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫੋਨ ਕਰੋ।

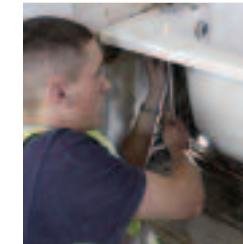
Haddii Ingiriska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhagaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر 0151 606 3000 پر ٹیلیفون کریں۔

Need a repair?



WPH



If you need this leaflet in large print, Braille, audio or a different language call 0151 606 3000



Need a repair?



We offer a comprehensive repairs service including day-to-day, planned and responsive repairs. Our aim is to work with our tenants so we can get it right first time, every time.

“We will provide a first-class, seamless building service to all tenants of Wirral Partnership Homes.”



Frequently asked questions

Q. What questions will I be asked when reporting a repair?

We will ask for your name and address so we can check your details on the computer system. Staff in the Response Centre will also ask you questions so they can decide how urgent the job is. We will give you a job number for future reference, so please keep this safe.



Q. What happens next?

A repair technician will arrive at your home at the agreed appointment time. He or she will wear a WPH uniform and clearly show you an identity card.

Q. What priority will my repair get?

We put repairs into one of four categories:

Emergencies: Attend within two hours and complete within 24 hours. Examples include total loss of power or water supply, blocked refuse chutes in high-rise flats and total loss of central heating (from 31 October – 1 May).

Priority 1: Attend and complete within 24 hours. Examples include partial loss of power or water, air locks, blocked main drains or toilet blockages where your home has only one toilet.

Priority 2: Attend and complete within seven days. Examples include minor plumbing leaks or defects, faulty toilet cisterns or overflow not working properly, minor electrical faults and roof leaks.

Priority 3: Attend and complete within one calendar month. Examples include general joinery repairs, repairs to plasterwork and tiling, and clearing gutters.

Q. How do I report a repair?

You can report a repair to us in several ways:

by telephone

Call our freephone number on 0808 100 9596 between 8am and 5pm Monday to Friday and speak to an advisor.

If you need to report an emergency repair between 5pm and 8am, please call 0808 100 9596 to speak to our emergency out-of-hours service.

at your local housing office

Use the special telephone in the reception area or talk to one of our staff, who will pass your details to the repair team. You can find contact details for the housing offices in this leaflet.

by email

Email: housingrepairs@wphomes.org.uk

We will record your repair on the system and confirm details of the repair and any appointment to you by email.

by post

Write to the Response Centre, Wirral Partnership Homes, Dock Road, Birkenhead, Wirral CH41 1JW.

We will write back to you confirming details of the repair and any appointment.

by fax

Report your repair by fax on 0151 638 3367. We will reply by fax.

Q. I'm not sure what's wrong?

All our repair technicians are experienced and will be able to identify the repair when they visit your home. We can also ask a repair manager to come and identify the problem and explain what needs doing. A repair manager does not visit every property. If you want one to call, please contact the Response Centre.

Q. What if I am not happy with the repair?

If possible, tell the repair technician who will try and solve the problem. If you notice a problem when they have left, contact the Response Centre.

You can also feed back to us using the complaints, compliments and make a suggestion process. We also do regular telephone surveys of the repairs service with our customers and act on the feedback they give us.