

FREQUENTLY ASKED QUESTIONS 7

REPORTING REPAIRS

1) How do I report a repair?

A repair can be reported via the telephone, email in person or via the website to Customer Support. A repair can also be reported via the resident access portal. Outside of office hours, residents can contact Astraline if the repair is an emergency and cannot wait until the next working day.

2) Can I request additional / new door key(s)?

You can request key(s) which are in addition to those that were given at sign-up – please contact Customer Support. An order will be issued to our locksmiths and the keys delivered to Reception. Customer Support will then contact the resident to advise that the keys have arrived and are awaiting collection. We will also advise the resident of the cost of the key(s).

If the reason you are calling is due to your keys being lost, then a lock change would be carried out and new keys issued. There is a re-charge to the resident for this, of approximately £100, therefore we would ask the resident to be certain that they are lost prior to this lock change being carried out.

3) My light bulbs need changing and I cannot do this myself and have no family locally, do I have to pay for this service or will you do this for free?

We only change the sealed units to the bathroom and fluorescent units to the kitchen. If one of your standard bulbs in another room needs changing then we would ask if you have a friend who can do this for you as it is not a service we provide. If you have no-one who can do this then we can send a contractor however you will be re-charged and the cost is quite expensive. We would only do this as a last resort.

4) My smoke detector keeps bleeping; do I change the batteries myself?

No, you need to ring the office and advise us – we will then send an electrician – not all of our smoke alarms are battery operated and they will check this when they attend. If the smoke alarm is battery operated then they will replace the batteries; if it is hard wired they will replace with a temporary battery alarm until an engineer attends to replace the faulty hardwired alarm.

5) Will you send someone out to fix my aerial?

If your aerial is a communal aerial then we will send an engineer, however in most of our properties the aerial is the resident's responsibility. Please ring the office to check if your property has a communal aerial.

6) I have small cracks in the ceiling/walls and I want to decorate; will you come and sort them for me?

If the property is relatively new then these cracks are often caused by the settling of the plaster etc. If the property is not new then it is often the case that fine line cracks can appear and are merely superficial - in both instances we will not attend to these cracks. However if you notice the cracks are getting bigger / wider and you have concerns then please contact us and we will arrange a pre-inspection where one of our surveyors will attend.

We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact Pickering and Ferens Homes on (01482) 223783 www.pfh.org.uk