



PROPERTY

# Repairs and maintenance



## Our responsibility to you

As part of our agreement with you Venture is responsible for repairing and maintaining your home. This includes the structure and exterior, plumbing and electrics, any fixtures and fittings provided by us, and shared areas in flats and communal properties.

## What you need to do

As a tenant, you are responsible for the interior painting and decoration, and will be expected to look after your home in a proper and reasonable way. There are many things in your home that you are responsible for. These include changing light bulbs, replacing lost keys and repairs to items you own.

You must report any repairs or problems as soon as you are aware of them.

## How to report a repair

- Call our repairs hotline on **0151 261 2199** or call in at reception at our Boaler Street office.
- Write to our Building Services Department at Boaler Street.
- Speak to a Venture housing member of staff during a visit.
- Go to our website, though please note that this is not for emergencies and our repair team need 72 hours notice for any repairs reported via the website **[www.vha.org.uk](http://www.vha.org.uk)**.



## What you need to tell us

- Your name, address and telephone number;
- What you think is wrong – please give us as much detail as you can;
- When someone will be at home or where we can get a key to access your property.

## Response times

### Emergency repairs: within 24 hours

- This includes blocked drains, gas leaks no heating, blocked toilets and sinks, leaks and burst pipes, electric and lighting problems, locks and security, roofing.

### Urgent repairs: within 3 days

- This includes defective immersion heaters, no hot water, running overflow, defective outside lights, defective door bells, defective aerials

### Non-urgent repairs: within 3 weeks

- This includes all other repairs

With the exception of the defects listed above, all other repairs are classed as non-urgent.

Translation, braille, audio tape and large print available on request



0151 261 2100

ستترجم عند الطلب

ব্রাহ করলে এর অনুবাদ করানোর ব্যবস্থা করা হবে

若有需要時將會翻譯成中文。

अनुसोध करने पर अनुवाद करने की व्यवस्था की जाएगी।

ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਤਰਜਮਾ ਕਰਵਾਇਆ ਜਾਵੇਗਾ

درخواست کرنے پر ترجمہ فراہم کیا جائے گا۔

Marka la sooda codsado ayaa laturjumi doona.

Si vous voudriez cette information dans une autre langue, ou dans un autre format tel que Braille ou grande copie svp contactez-nous sur **0151 261 2100**.

Si usted quisiera esta información en otra lengua, o en otro formato tal como Braille o ampliación de foto por favor éntrenos en contacto con en **0151 261 2100**.

Se você gostar desta informação em uma outra língua, ou em um outro formato tal como Braille ou a cópia grande por favor contate-nos em **0151 261 2100**.

Jesli Chcialbys otrzymac ta informacje w innym jezyku lub formacie np. jezyku Braille/teks napisany duza czcionka. Zadzwon pod numer **0151 261 2100**.

## Contact details

Venture Housing Association Limited, Venture House  
212H Boaler Street, Liverpool L6 6AE

Tenant helpline: **0151 261 2100** (Lines are open Monday to Friday, 9am to 5pm)

**www.vha.org.uk** Email: **info@ventureha.co.uk**

*Please note, if you call our Helpline outside these hours a trained operator will offer advice and take a message which will be passed on to the Venture team on the next working day.*

Repairs hotline: **0151 261 2199**

Rent payment helpline: **0800 389 4438**