

Make a Payment

Bristol Payments

Bristol payments please contact: 01179 540433

Birmingham Payments

Birmingham payments please contact 0121 5653384

Wolverhampton Payments

Wolverhampton payments please contact: 01902 429163

REPAIRS AND MAINTENANCE

Repairs Service Standards

We understand that our tenants would like to have their repairs carried out immediately, but Ashley Community Housing carries out a number of repairs each week and it is not always possible. We do, however, have target times dependent on the nature of the repair and its urgency.

There are three categories of repair:

Emergency (within 24 hours)

An emergency repair is one which is likely to be a danger to health or life, or which could immediately affect the safety of the building or cause further damage.

Urgent (within 5 working days)

Urgent repairs are faults causing considerable inconvenience or risk, such as roof leaks where there is no danger of flooding, electrical repairs (other than emergency repairs) to any defective electrical fittings that could be potentially unsafe, no hot water supply, or repairs to central heating.

Routine (within 20 working days)

These are all other essential repairs excluding periodic maintenance, major repairs which cost over £1,000 i.e. wash-hand basin or brackets requiring re-fixing. (A more detailed description of the target times and responsibilities for repairs are contained within the repairs handbook, which has been distributed to all of our tenants.)

Either our contractor or one of our staff will contact you to arrange a convenient time (morning or afternoon) to inspect and carry out the repair. Please keep the appointment so the repair can be done as soon as possible. A repair will cost more if the contractor has to call again.



If you have any problems with your accommodation, please report it as soon as possible so we can get it fixed as quickly as possible.

Please call the office on 01179540433 (Bristol) or 01215653384 (Birmingham)
Monday- Friday between 9:30-5:30 or
By Email: info@ashleyhousing.com

If you want to report a repair by email, please make sure you include the following details:

1. Your name
2. Home address
3. Telephone numbers
4. And the nature of the repair you are logging to report

Our staff will make sure to deal with your order as soon as possible and will contact you with any information to update you on the situation.

Address

Bristol

Ashley Community Housing
Unit 20, Easton Business Centre
Felix Road
Bristol
BS5 0HE
T: 01179 540 433

Birmingham

Ashley Community Housing Ltd
1st and 2nd Floors, 93 Cape Hill
Smethwick
Birmingham
B66 4SA
T: 0121 565 3384

Wolverhampton

Third Floor, Derwent House,
42 - 46 Waterloo Road,
Wolverhampton,
West Midlands,
WV1 4XB

COMPLAINTS

We are committed to providing high-quality services, but there may be times when we don't get it quite right. If anything we do doesn't live up to your expectations, we want to know. We deal with all the complaints we receive quickly and effectively, and strive to learn from the comments we receive. We also need to know when we get things right.

We aim to provide a high-quality service in everything that we do. However, there will be times when things go wrong, in which case we rely on you, our customers, to let us know.

Complaints give us valuable information about how to improve our service, so please contact us at your local office with details of your complaint and we will do our best to sort it out as quickly and fairly as we can (we may use trained mediators to enable us to do this).

Please call for our complaints procedure on 0117 954 0433