What happens when you report a repair?

You call our call centre or log on to MySalix to **report a repair**.

Our call centre advisor will diagnose your repair and raise it on our repairs tool.

We will use the information received to categorise the potential hazard that has been reported, this will include any reported vulnerabilities.

Potential emergency hazard

Investigate the potential hazard within **24 hours** and make it safe.

Unable to make the property safe within **24 hours**.

We will provide suitable accommodation until the emergency hazard is resolved – you can chose not to move if you wish.

We will provide you with a written summary of our investigation within **3 working days**.

The property is made safe and the hazard has been removed.

Any further works following this will be started as soon as reasonably practical and within **12 weeks**.

We do not need to provide alternative accommodation.

Potential significant hazard

Investigate the potential hazard within **10 working days**.

We will provide you with a written summary following our investigation within **3 working days**.

This report will detail what we have found, the next steps and a timescale for resolving these issues.

We will respond to a potential significant hazard repair within **5 working days**.

Further work following this will be started as soon as reasonably practical and within **12 weeks**.

If the property cannot be made safe, and the significant hazard removed, you will be offered suitable accommodation until this can be resolved.

salix homes