



Repairs & Maintenance

What you need to know

Keeping your home safe and comfortable

We're responsible for most repairs in your home and want to make sure they are fixed quickly and safely.

How to report a repair

You can report a repair by contacting us:



In an emergency, call us on 03332 404 444



You can email us cxsupport@freebridge.org.uk



You can report a repair with us by visiting freebridge.org.uk/freebridge-customer/repairs or scanning the QR code with your mobile phone



Freebridge
COMMUNITY HOUSING

Types of repairs

Emergency repairs

Within 24 hours

For serious issues that are dangerous or could cause major damage

Examples:

- No heating or hot water (in winter)
- Major leaks or flooding
- Unsafe electrics
- Your home is not secure

Urgent repairs

Within 7 days

For problems that need fixing quickly but are not dangerous

Examples:

- Minor leaks
- Heating issues (outside winter months)
- Blocked pipes

Routine repairs

Within 28 days

For smaller, everyday repairs

Examples:

- Dripping taps
- Loose fittings
- Minor damage

Damp, Mould & Safety Issues

If something could affect your health, like damp or mould, tell us straight away.

You can report this to us by:



Calling us on
03332 404 444



Or reporting a damp & mould problem with us by visiting freebridge.org.uk/free-bridge-customer/repairs or scanning the QR code on the front of this leaflet

Planned improvements

We also carry out bigger improvement works to keep homes up to date, such as:

- Kitchens
- Bathrooms
- Windows and doors
- Heating systems

We will contact you in advance if work is planned for your home.

Who is responsible?

We are responsible for:

- Most repairs caused by normal wear and tear
- The structure of your home
- Communal areas

You are responsible for:

- Looking after your home
- Reporting repairs early
- Some minor jobs (based on your agreement)

Charges for repairs

You may be charged if damage is:

- Caused deliberately
- Due to misuse or neglect
- Not our responsibility

Need extra support?

We can help if you need:

- Flexible appointments
- Different ways to communicate
- Support from a family member or representative

Just let us know.

We're here to help

If you need a repair or advice, get in touch with us.

We're here to keep your home safe and comfortable.





For our full policy, you can head to our policies page on our website freebridge.org.uk/who-we-are/our-policies, or you can scan the QR code with your mobile phone