



New direct repairs service

From 5 January 2009



Just call **08456 581 653** or
01634 354 026 (calls to this number may be cheaper)
Lines are open from **7:30am to 8:00pm Monday to Friday**


mhs commercial
building excellence

Southern
Housing
Group 
www.sharoup.org.uk

Your questions answered

From 5 January 2009 instead of calling the Service Centre to log a repair residents in Kent can now call the contractors MHS Homes directly to log an issue.

Why have Southern Housing Group decided to do this?

We have an excellent working relationship with MHS Homes and believe that by giving you the chance to call them directly to report your repair this will make the process much quicker and easier for you. It will also mean that there will be more flexibility with appointment times as MHS Homes will have direct access to their contractors schedules.

Who does this effect?

We are currently trialling this process in Kent only, but depending on how it goes we will consider introducing a similar process to all Southern Housing Group residents.

How will you decide if the new process is a success?

We will monitor feedback from you and we will continue to monitor how quickly your repairs are completed. We will also contact a sample of residents for direct feedback to measure your satisfaction with the service.

What do I do if I have an out of hours emergency repair?

You should continue to call the out of hours emergency number which is **08457 573 764**.

Who do I call if I have a query which is not related to a repair?

For all other queries you should continue to call the Service Centre on **08456 066 366**.

What do I do if I need to get my gas central heating repaired?

Continue to call Robert Heath Heating on **0800 169 2337**.

What do I do if I have a complaint about how MHS Homes have dealt with my repair?

MHS Homes will be happy to deal with any complaint that you have about the service they provide, Southern Housing Group will be able to see any complaints that have been logged. Alternatively you can call Southern Housing Group's Service Centre directly.