

Chargeable repairs

How we can help with repairs that are your responsibility

Need to sort out a repair that is your responsibility?

If you rent your home from us, most of the repairs to your home are carried out by our contractors and paid for by us.

However, some repairs are your responsibility – for example, broken windows or loo seats, or damage caused accidentally by someone in your household.

Until recently, we asked you to organise these repairs yourselves. Now, however, you can now call the Service Centre and, for an affordable charge, we will get them done for you. The work will be carried out by our contractors, to a high standard and at a time that suits you.

How much will it cost?

We list some typical charges on the next page, but to get a quote for your job or more information about this service, you should call the Service Centre.



The information in this leaflet is for residents who rent a home from:

- Southern Housing Group Ltd
- James Butcher HA.



How will I pay?

If you decide to go ahead with the repair at the quoted price, you can pay over the phone using your debit or credit card, or use an AllPay card that we send you.

As soon as we receive your payment in full, we will organise a repair appointment that is convenient for you. It really couldn't be simpler.

Typical repair charges

Single-glazed window	£50	Tap washer (per tap)	£20
Double-glazed window	£75	Mouse treatment (three visits)	£100
Front door	£100	Removal of wasps' nest	£45
Back door	£75	Internal door lock or handle	£15
Toilet seat	£20	Internal door	£30
Lost keys (per lock)	£50	Intercom handset	£75
Single leak to pipe	£40	Plastic shower tray	£100
Repair to electrical fitting	£40	Removal of kitchen cupboard	£30
Cupboard door	£30	Spy hole	£25
Fence panel (each)	£25	Window handle	£15
Fence post (each)	£15		

Costs are correct at 1 April 2008, but may be subject to change.

Contact us

Service Centre opening hours, 8am to 8pm, Monday to Friday

Phone us on **08456 066 366**

Email us at service.repairs@shgroup.org.uk

Write to us at **Service Centre, Southern Housing Group, PO Box 643, Horsham RH12 1XJ**

Visit our website at www.shgroup.org.uk

For help with translations or for large print, please call the Service Centre.

Arabic	لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 08456 066 366
Bengali	অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 08456 120 041 নম্বরে ফোন করুন।
French	Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 08456 066 366.
Somali	Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 08456 066 366.
Spanish	Si necesita que le ayudemos con alguna traducción, llame al Service Centre: 08456 066 366.
Turkish	Tercüme konusunda yardım için 08456 120 031 'dan Hizmet Merkezi'ni arayın.
Cantonese	若需要提供翻譯，請致電服務中心 (Service Centre) 08456 066 366。
Mandarin	需要翻译的帮助，请拨打 08456 066 366 联系服务中心。
Polish	Pomoc w tłumaczeniu można uzyskać pod numerem telefonu 08456 066 366.