



## Reporting Your Repairs

It is a condition of your tenancy that you must use your home (including its fixtures and fittings) carefully, and take reasonable care of it.

It is also a condition of your tenancy that we, on behalf of Southwark Council, agree to carry out certain repairs. For your part you must agree to allow us to enter your home to:

- Inspect the property
- Carry out pest control treatments
- Service your gas installation
- Carry out any duties described in the conditions of tenancy including repairs.

We need you to tell us of any problems with the state of repair of your property and the communal areas as soon as possible and we will try to get the repairs carried out as soon as possible.

Tenants can report repairs by visiting the TMO Office during opening hours or by telephone, email, text, letter or via the website. All repairs will be logged and a receipt provided.

For any repairs which the Council has responsibility for Tenants can report repairs by telephoning the Call Centre on 0800-952-4444.

For emergency repairs outside of office hours the tenant will contact the Council's emergency out of hour's service by telephoning the Call Centre on 0800-952-4444

Tenants should report any gas leaks to the National Grid on 0800 111 999

When you report a repair you should be ready to give us:

- Your name, address and a daytime phone number
- As much information about the repair as possible
- Whether you have reported the repair before
- Access arrangements