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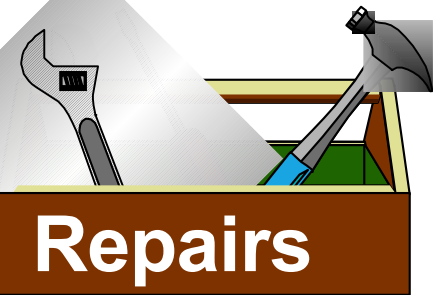
on Ltd: Contact Sheet

[65 days] : 01706 753 678

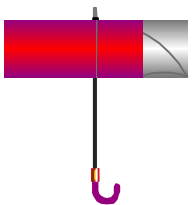
Univeral House
Buckley Hill Lane
Milnrow
Rochdale
OL16 4BU

Office: 01706 759 330

Office hours : Monday-Thursday 9am - 4.30pm, Friday 9am - 3.30pm



Remember report your repairs as soon as possible to avoid further problems/damage



Emergency Repairs (out of office hours)

What is an emergency?:

An unforeseen situation which if not dealt with quickly would damage or cause further damage to the property, create unreasonable risk to health and safety of the occupiers or render the property unsafe or insecure.

Repairs procedure:

What number do I ring? 01706 753 678

What do I tell them? My name and property address and what needs repairing

What happens next? We will give you a job number and you need to record it

How do I know who will do the job, and how do I know when?

We will ring and inform you, record the info

How do you know the job is done and I am happy?



It helps us if you tell us when the job is completed and if you are happy with the service

Will I have to stay in till the job is done?

We will at all times try to arrange a convenient time for repairs, but in some cases we will ask you to make the necessary access arrangements for our contractors, to enable them to complete the job.

Finance Team: Ethel Lythgoe or Debbie Jackson
Tenant Support officers:
Mal Connor, Juli Round, Richard Cafiero
Development and maintenance manager: Denis Jolly
Repairs co-ordinator: Sue Holding
Benefit Enquiries: Clare Daven, Juli Round



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|--------------------------|
| useful locations: |
| stopcock: |
| electric meter: |
| fuse box: |
| gas meter: |