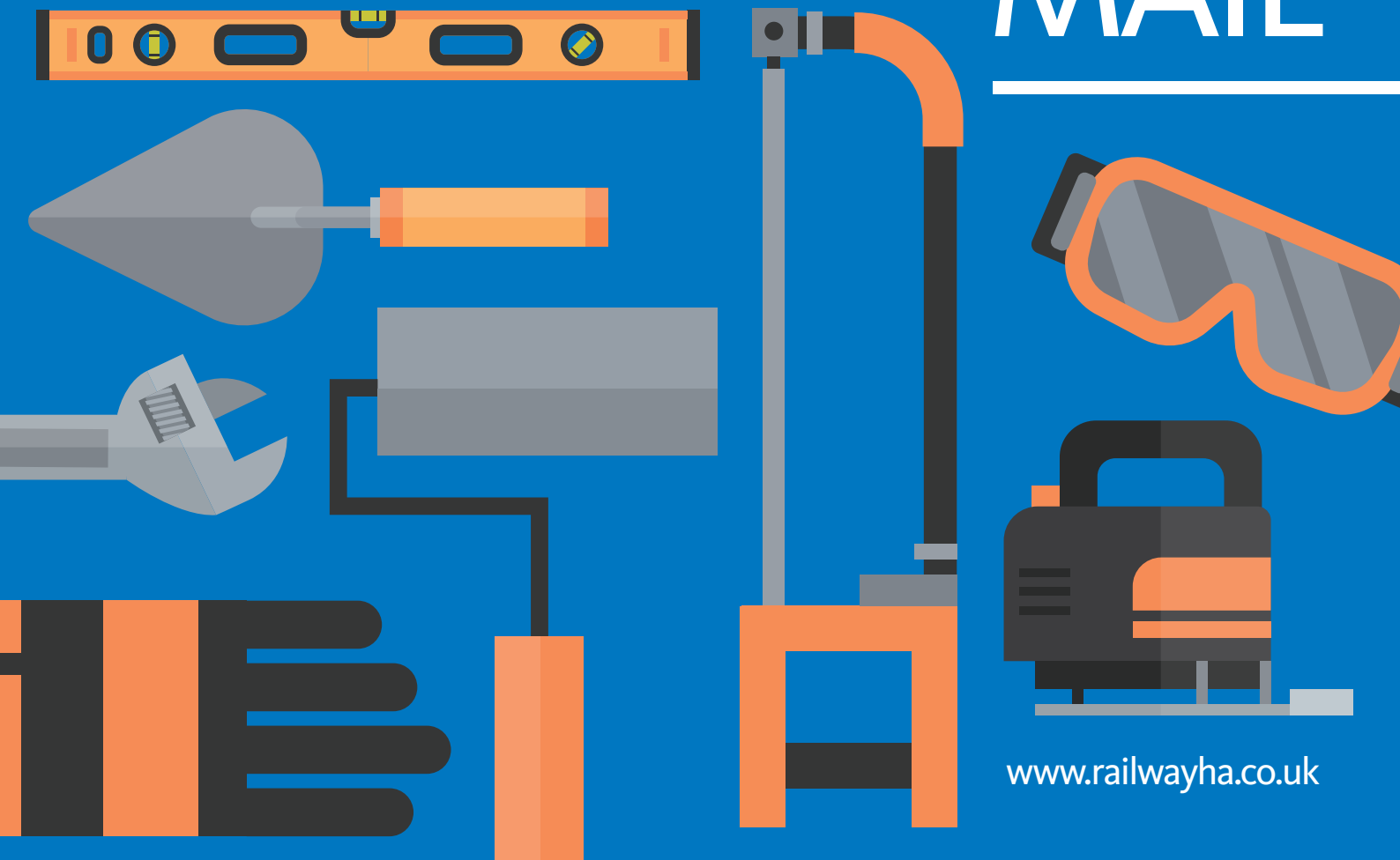




Railway Housing Association

NOVEMBER 2018

MAINTENANCE MAIL



www.railwayha.co.uk

Fire Safety



If you live in a newly built home or one of our sheltered schemes you will have a hard wired smoke detector in your home. We test these annually and replace whenever necessary.

We fit a battery operated smoke alarm before we re-let all other homes. These are sealed units and the batteries should last for 10 years. You must test it regularly and replace it when the batteries run out. Do not remove the batteries for any reason as this could put you, your family and neighbours at risk.

Please do not leave anything in the communal areas of flats that could start a fire, block a fire exit or obstruct someone trying to leave the building if there is a fire. This includes shopping trolleys, plants and door mats, which could be a tripping hazard.

It is a good idea to check your home before you go to bed each night and -

- Close all inside doors (this will prevent a fire from spreading)
- Turn off and unplug electrical appliances that do not need to be left on
- Make sure your cooker is turned off
- Do not leave your washing machine, dishwasher or tumble drier on
- Extinguish any candles and cigarettes carefully
- Make sure all exits are clear of obstructions
- Keep your door and window keys handy
- If you have a mobile telephone take it to bed with you
- Make an escape plan so that you are prepared if there is a fire in your home - the best route is the way you would normally leave your home but think of another route just in case this is blocked by the fire.

In the event of a fire, call 999. **Never assume that someone else has reported it.**

Free fire safety checks are offered by your local fire brigade.

If you have any concerns about the fire safety of your home please contact us on Freephone 0800 0287428.

Meet the team

Norman Clark
Project Manager

...has day to day responsibility for the building of new homes and some of the major planned maintenance works.



Andy Dye
Gas Engineer

...is responsible for checking and servicing all of the domestic gas heating appliances in our properties.



Charlotte Wallace
Maintenance Assistant

...receives reports of repairs from residents and liaises with our contractors to ensure that these are done within specified timescales.



Lynda Brown
Senior Maintenance Assistant

...receives reports of repairs from residents and liaises with our contractors to ensure that these are done within specified timescales.



Andrea Abbott
Director of Customer Services

...has overall responsibility for the repairs and maintenance service and the building of new homes; together with overall responsibility for all housing management services.



Bob Turnbull
Maintenance Surveyor

... is responsible for some major planned maintenance works, assessing repairs and checking the quality of repair works.



Simon Walker
Maintenance Surveyor

...is responsible for some major planned maintenance works, assessing repairs and checking the quality of repair works.



Tracey Langley
Maintenance Contracts Co-ordinator

...is responsible for the administration of all contracts including planned maintenance works, garden maintenance, painting, and servicing of lifts and other communal facilities.



Shaun Brennan
Asset Manager

...manages the maintenance team and is responsible for the repairs and maintenance service, including major planned works.





Improving homes

In 2017/18 over **£888,700** spent on:

18
new bathrooms



External insulation
of 2 homes

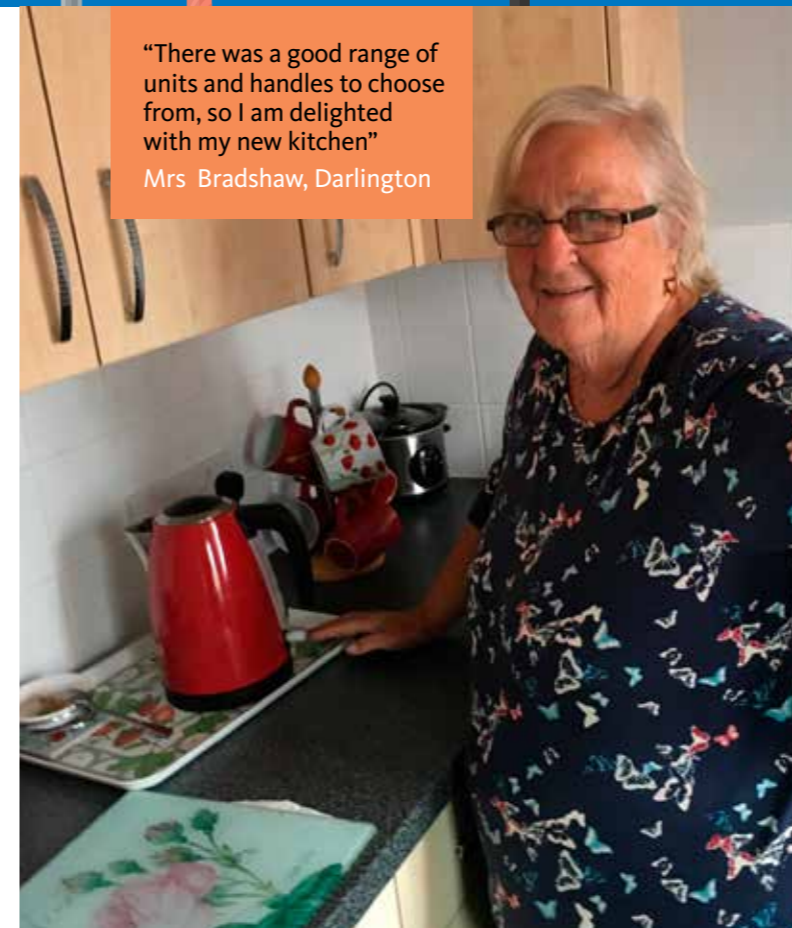
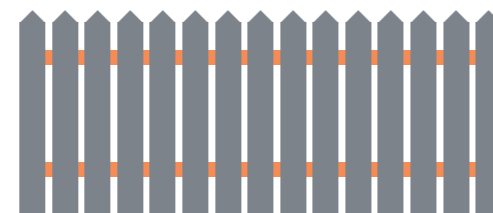
£40,000 was saved
by arranging the
improvement works
via an specialist
organisation.

New heating to
80
homes



Replacement
fire doors to
70
homes

Fencing to
5 homes



"There was a good range of units and handles to choose from, so I am delighted with my new kitchen"
Mrs Bradshaw, Darlington



"The workmen who installed my new kitchen were fantastic; ensuring they put down covers to protect the carpets and being very friendly – I couldn't be happier."
Mrs Orr, Darlington

What you said

Satisfied

81% of residents were satisfied with the improvement works to their home.

2013/14	2014/15	2015/16	2016/17	2017/18
93%	87%	81%	89%	81%

"Not happy about the size of 2 cupboards but overall satisfied"
Mr & Mrs Tattersall, Cottingham

"The timescale of the work took a lot longer than I expected so the upheaval was about 6 weeks. Stressful time"
Mrs McArthur, Redcar

"Workmen were very polite & courteous, fully consulted and given choices, very pleased with my new kitchen"
Mrs Wadsworth, Cottingham

"Well fitted and nice design"
Mr Foulstone, Doncaster



"The guest room at Tempest Anderson House is nice to have when we have families and friends visiting, so everyone was pleased with the refurbishment of the room"
Mr Tait, Darlington



Home Contents Insurance

Please remember that the Association is not responsible for your personal possessions or any damage done to your belongings or home decoration as a result of risks such as theft, vandalism or burst pipes. It is essential that you insure the contents of your home, including your carpets.



Home contents insurance specifically for residents of housing associations is available from the National Housing Federation - My Home contents insurance offers flexible payments by a variety of methods, no excess, and new for old replacements. Call 0345 4507288 or visit www.thistlemyhome.co.uk for a free quote.



AGE UK offer contents insurance designed for over 50s. It offers monthly payments by a variety of payment methods and new for old cover. Call 0800 7313903 or visit www.ageuk.org.uk for a free quote.



“As a general rule, your contents are the things that could be taken with you if you decided to move house.”

Improvement works planned for 2018 - 2019

We use the age, condition and energy efficiency of homes to decide on the work needed and the timescale.

Alterations and Improvements

You have the legal right to make certain improvements to your home but you must ask our permission before starting any work.

We will only refuse permission if the alteration will affect the safety of your home, cause additional expense to the Association or reduce the value of the property.

We may give permission for decorative improvements such as garden decking or fire surrounds but ask that you remove it when you move.

If you have already altered or improved your home, please let us know so that we can offer you appropriate advice.

External Insulation

In the past we received money from energy suppliers to pay for the external insulation of homes that do not have cavity walls or where the cavity is too narrow to fill. However, since 2014 the government has cut the grant funding. We are still planning on externally insulating the remaining homes that need this work but it will now take longer to complete. When the work is completed it should save the residents up to £350 per year on heating bills.

	Number of homes	Work
Darlington		
West Auckland Road	54	Renew kitchens
Doncaster		
The Woodlands	55	Renew external doors
Hereford		
Great Western Court	31	Renew bathrooms
Hull / East Riding		
Alliance Avenue	6	Renew kitchens
Ella Street	16	Renew kitchens
Kingston Road	8	Renew kitchens
Orchard Road	2	Renew kitchens
Paterson House	38	Replace central heating boiler
The Roundway	8	Renew kitchens
Warneford Gardens	2	Renew kitchens
Northumberland		
Prince Edward Road	4	Renew kitchens
Teesside		
Hackworth Court	41	Renew communal kitchen
Tyneside		
Breckenbeds Road	6	Renew kitchens
Cowans House	33	Renew windows
Cowans House	33	Replace communal carpets
Davidson Cottages (1-18)	15	Renew kitchens
Derwent Way	12	Renew kitchens
Mead Crescent	4	Renew kitchens
Mead Crescent	4	Renew central heating boilers
Newlands Road	8	Renew central heating boilers
Newton Grove	2	Renew kitchens
North Eastern Court	32	Renew bathrooms
North Eastern Court	32	Replace communal carpets
Toward Road	6	Renew kitchens
Victory Street	8	Renew kitchens
Wenlock Road	8	Renew kitchens
York		
Springfield Court	16	Renew kitchens
Springfield Court	17	Renew central heating boiler and pipework
Yorkshire		
Station Road, Market Weighton	2	Renew kitchens
Investment	£1,551,744	

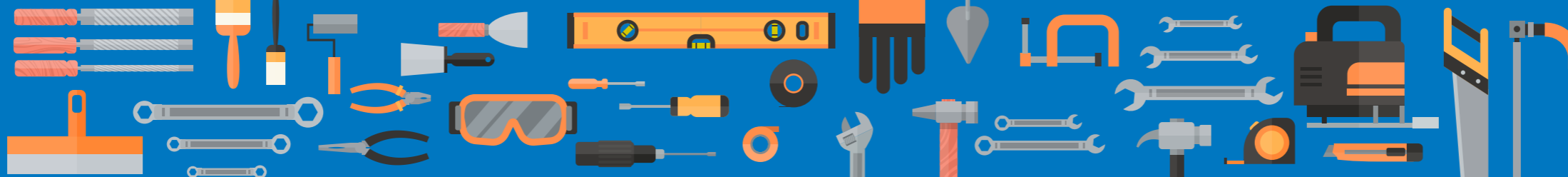


Improvement works planned for 2019 - 2024

We use the age, condition and energy efficiency of homes to decide on the work needed and the timescale. The proposed dates may change if any unforeseen work needs to be done first, but we will let you know if there are any changes.

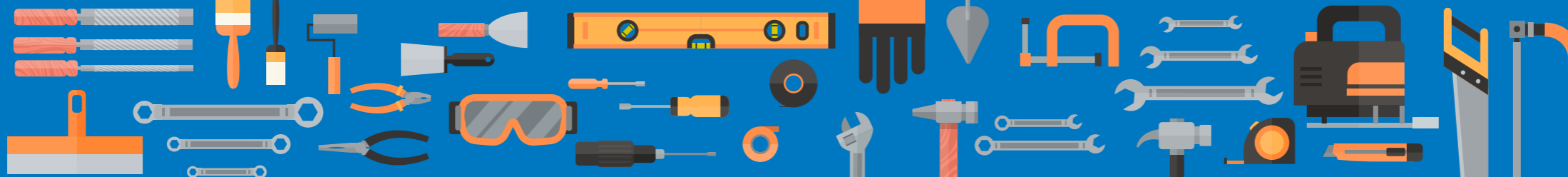
	Number of homes	Work	2019/20	2020/21	2021/22	2022/23	2023/24
Darlington							
Auckland Avenue	88	Renew central heating boilers	◆				
Auckland Avenue	88	Renew kitchens					◆
Auckland Avenue (bungalows)	5	Renew kitchens			◆		
Auckland Oval	47	Renew central heating boilers	◆				
Bank Top Mews	54	Renew heating	◆				
Bob Harrison Court	8	Renew kitchens		◆			
Bourne Avenue	6	Renew kitchens			◆		
Brinkburn Road	12	Renew central heating boilers	◆				
Brinkburn Road bungalows	2	Renew kitchens					◆
Geneva Drive	8	Renew kitchens		◆			
Harris Street	8	Renew kitchen		◆			
Meadowfield Road	14	Renew kitchens		◆			
Middleham Road	4	Renew kitchens		◆			
Neasham Road	6	Renew windows				◆	
Neasham Road	6	Renew central heating boilers					◆
Poplar Grove	10	Renew kitchens			◆		
Tempest Anderson House	33	Renew communal kitchen					◆
Tempest Anderson House	33	Renew kitchens					◆
West Auckland Road	52	Renew central heating boilers	◆				
Doncaster							
Patrick Stirling Court Phase 1	36	Renew windows		◆			
Patrick Stirling Court Phase 2	24	Renew windows		◆			
Patrick Stirling Court Phase 1	36	Renew bathrooms				◆	
Patrick Stirling Court Phase 2	24	Renew bathrooms				◆	
Patrick Stirling Court Phase 1	36	Renew communal kitchen					◆

	Number of homes	Work	2019/20	2020/21	2021/22	2022/23	2023/24
Doncaster continued							
The Woodlands	55	Renew windows		◆			
The Woodlands	56	Renew bathrooms				◆	
Durham							
Escomb Road	2	Renew kitchens		◆			
Central Parade	4	Renew kitchens		◆			
Harmire Road	2	Renew kitchens		◆			
Mainsforth Road no 4 only	1	Renew kitchens		◆			
Mainsforth Road	3	Renew external doors					◆
Plevna Mews	30	Communal lounge refurbishment					◆
Redworth Road	4	Renew kitchens		◆			
Hereford							
Great Western Court	31	Renew central warden call system				◆	
Hull / East Riding							
Alliance Avenue	6	Renew external doors					◆
Ella Street	16	Renew external doors				◆	
Ella Street	16	Renew windows				◆	
Forster House	21	Renew communal lighting		◆			
Forster House	21	Renew kitchens, including communal kitchen			◆		
Kingston Road	8	Renew external doors				◆	
Kirby House	10	Renew kitchens			◆		
Orchard Road	2	Renew external doors					◆
Paterson House	38	Renew kitchens			◆		
Snuff Mill Lane	18	Renew windows				◆	
Snuff Mill Lane	18	Renew central heating boilers					◆
Southwood Avenue	22	Renew windows				◆	
Southwood Avenue	22	Renew central heating boilers					◆
Stephenson Court	36	Renew kitchens			◆		
The Roundway	8	Renew external doors					◆
Wansford Road	4	Renew external doors					◆



	Number of homes	Work	2019/20	2020/21	2021/22	2022/23	2023/24
Northumberland/Carlisle							
Allen Drive	3	Renew kitchens			◆		
NER Cottages Great Corby	2	Renew kitchens		◆			
NER Cottages Great Corby	2	Renew windows				◆	
Prince Edward Road	4	Renew windows				◆	
Prince Edward Road	4	Renew external doors				◆	
Sea View Terrace	2	Renew kitchens			◆		
Station Approach	2	Renew kitchens			◆		
Station Approach	2	Renew windows				◆	
Station Approach	2	Renew external doors				◆	
Teesside							
Cambridge Road	4	Renew kitchens		◆			
Connaught Court	12	Renew door entry system			◆		
Connaught Court	12	Renew kitchens					◆
Crook Street	4	Renew kitchen		◆			
Crook Street	4	Renew central heating boilers					◆
Earl Street	2	Renew kitchens		◆			
Earl Street	2	Renew windows				◆	
Eastgate Road	4	Renew kitchens		◆			
Elmwood Road	4	Renew kitchens		◆			
Elmwood Road	4	Renew windows				◆	
Elmwood Road	4	Renew central heating boilers					◆
Hackworth Court	41	Quiet lounge refurbishment	◆				
Hackworth Court	41	Renew heating	◆				
Hackworth Court	41	Renew windows		◆			
Hackworth Court	41	Renew communal carpets			◆		
Hackworth Court	41	Renew door entry system					◆
Lanehouse Road	2	Renew kitchens		◆			
Lawson Road	5	Renew windows				◆	
Lilac Grove	4	Renew bathrooms		◆			

	Number of homes	Work	2019/20	2020/21	2021/22	2022/23	2023/24
Teesside continued							
Pine Road	2	Renew windows				◆	
Queen Street	6	Renew kitchens		◆			
Ryehill Gardens	4	Renew windows				◆	
Ryehill Gardens	4	Renew central heating boilers					◆
Thorntree Road	2	Renew kitchens		◆			
Topping Close	4	Renew kitchens		◆			
Topping Close	4	Renew windows				◆	
Tyneside							
Breckenbeds Road	6	Renew external doors				◆	
Breckenbeds Road	6	Renew windows				◆	
Cowans House	33	Renew kitchens					◆
Davidson Cottages	18	Renew windows				◆	
Davidson Cottages nos 19 - 22	4	Renew bathrooms		◆			
Derwent Way	12	Renew external doors				◆	
Derwent Way	12	Renew windows				◆	
Ernest Mackley House	6	Renew kitchens					◆
Haddricks Mill Road	11	Renew kitchens		◆			
Lyndhurst Road	8	Renew kitchens		◆			
North Eastern Court	32	Renew communal kitchen		◆			
North Eastern Court	32	Renew door entry system			◆		
Toward Road	6	Renew windows				◆	
Victory Street	8	Renew windows				◆	



	Number of homes	Work	2019/20	2020/21	2021/22	2022/23	2023/24
York							
Ashton House	4	Renew communal lighting	◆				
Ashton House	4	Renew door entry system		◆			
Ashton House	4	Renew kitchens			◆		
Granger Avenue	9	Renew kitchens		◆			
Groves Court	12	Renew central heating boilers		◆			
Groves Court	12	Renew central warden call/door entry				◆	
Martin Cheeseman Court	42	Renew kitchens, including communal			◆		
Martin Cheeseman Court	42	Renew door entry system			◆		
Murrough Wilson Place	14	Renew kitchens		◆			
Murrough Wilson Place	14	Renew windows				◆	
Priory Court	7	Renew central warden call/door entry				◆	
Robinson Drive	9	Renew kitchens	◆				
Saturn House	12	Renew fire detection equipment		◆			
Saturn House	12	Renew central heating boilers		◆			
Severn Green	20	Renew kitchens		◆			
Snowden Close	2	Renew kitchens			◆		
Springfield Court	17	Renew communal shower				◆	
Springfield Court	17	Renew door entry system	◆				
Springfield Court	17	Renew communal carpets	◆				
Viking Road	7	Renew kitchens			◆		
Viking Road	7	Renew fencing				◆	
Vulcan House	12	Renew fire detection equipment		◆			
Vulcan House	12	Renew central heating boilers		◆			
Woodlea Avenue excluding nos 11, 15 and 21	9	Renew kitchens		◆			

	Number of homes	Work	2019/20	2020/21	2021/22	2022/23	2023/24
Yorkshire							
Farm Road	4	Renew central heating boilers		◆			
Farm Road	5	Renew windows				◆	
Kirkstall Lane	5	Renew external doors				◆	
Kirkstall Lane	5	Renew windows				◆	
NER Cottages Common Lane	2	Renew windows				◆	
NER Cottages Common Lane	2	Renew external doors				◆	
NER Cottages Common Lane	2	Renew bathrooms					◆
Park Parade	4	Renew kitchens		◆			
Park Parade	4	Renew central heating boilers		◆			
Parliament Street	2	Renew kitchens		◆			
Parliament Street	2	Renew external doors					◆
Sayers Close	24	Renew kitchens			◆		
Station Road	2	Renew central heating boilers					◆
Stevenson Place	5	Renew kitchens		◆			
Stevenson Place	5	Renew bathrooms		◆			
Stevenson Place	5	Renew windows				◆	
Sussex Avenue	4	Renew kitchens		◆			
The Green	6	Renew bathrooms		◆			
Valley Road	4	Renew external doors		◆			
Westbourne Road	6	Renew windows				◆	
Westbourne Road	6	Renew bathrooms					◆
All areas							
External wall insulation			◆	◆	◆		
Laundry equipment			◆	◆	◆	◆	◆
Lift works			◆	◆	◆	◆	◆
Landscaping			◆	◆	◆	◆	◆
Mini planned maintenance programme			◆	◆	◆	◆	◆
Health and safety			◆	◆	◆	◆	◆
Investment by year			£1,474,350	£1,583,548	£1,227,900	£1,239,016	£1,248,300
Total investment over 5 years			£6,773,114				

Repairs Service

Repairs Contractors

The performance of our repairs contractors is measured by residents' satisfaction with their work, the number of jobs completed on time, and the number of repairs completed at the first visit. This gives an overall performance rating, which is displayed in the following table:*

	Contractor	Number of repairs	Cost of the repairs	Overall % rating
1	C&DW Electrical	483	£39,497	100%
2	Derek Shaw Joinery	600	£69,237	90%
3	Allan Fairfield Electric	115	£9,725	82%
4	John Kostorz & Son	53	£3,797	82%
5	GT Joinery	755	£82,408	80%
6	A Scott Builder	403	£53,486	80%
7	Kingstown Works Ltd	805	£79,354	72%
8	DFP Services	30	£3,578	72%
9	PF Burridge	1080	£128,231	34%

*Those contractors that are rated less than 85% have not met the performance targets that we set for them. We set the targets so that a high quality repairs service is provided to residents. Most of them fell short on the target of 99% of repairs completed on time and 87% of repairs completed at first visit. Any contractors that are not performing to our expectations will be held accountable and we will speak to them about our expectations and how they can improve on their performance.

Reasons for late completion	Number of repairs 2016/17	Number of repairs 2017/18
Standard materials on order	21	59
Non-standard goods on order	7	16
Contractor's workload	7	38
Repair carried out on date to suit resident	26	49
Delayed by contractor but RHA informed	4	0
Late inspection	0	1
Wrong timescale on order	0	2
Other	10	7
No access	39	22
Bad weather	2	4
Broken appointment	1	0
Further advice required from RHA	1	2
Total	118	200

Completed

96% of repairs were completed within the target timescale.

2013/14	2014/15	2015/16	2016/17	2017/18
95%	99%	98%	97%	96%

First visit

86% of repairs were completed during the first visit.

2013/14	2014/15	2015/16	2016/17	2017/18
84%	84%	85%	90%	86%

Customer satisfaction surveys

Please fill in and return the customer satisfaction form you receive when you report a repair. We use the surveys to check and improve our repairs service.

We read and record every survey you return, and if you are not happy with the service you receive then we will always try our best to correct this.

Satisfied

97% of residents were satisfied with the repairs service.

2013/14	2014/15	2015/16	2016/17	2017/18
96%	96%	96%	98%	97%

21 negative comments were received from residents about repairs, compared to 35 last year. These were followed up and appropriate action taken to resolve any problems.

Over
4,300
repairs
completed
in 2017/18



Saving money

In January 2016 we introduced a schedule of rates for repairs. This means that we pay the same price for each type of repair regardless of where in the country the repair is needed or which of our contractors does the work. In 2016/17 this saved £10,247, even though we carried out more repairs than in the previous year.

It has also enabled us to reduce the number of contractors from 64 down to 10, saving time and money in administration.

In 2017/18 –

- Carrying out non urgent repairs as one contract saved £6,950
- Re-letting contracts for water hygiene, cleaning and lift maintenance saved £9,500
- Buying major improvements (new kitchens and bathrooms) via a specialist organisation saved £40,000
- Buying other services via a specialist organisation saved £16,750

Insulating the external solid walls of 2 homes and installing new energy efficient central heating boilers for 80 homes will save residents money

Reporting Repairs

Ring our free telephone number 0800 0287428 during office hours and press 1 for repairs. You'll be able to speak to a member of our maintenance team who will try to identify the repair work from your description and give the work to one of our contractors without a Maintenance Surveyor having to visit your home first.

Providing a photograph of the repair you want to report could also mean that our Maintenance Surveyor doesn't need to visit your home and look at the problem before it

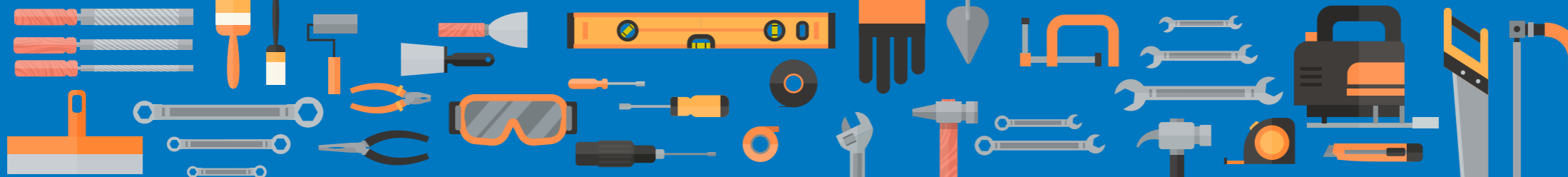
is repaired. This will speed up the repair, save money and cause less inconvenience to you.

Report repairs online and submit a photograph (see below).

If you are unable to report a repair on line or by telephoning our free telephone number then you may speak to a member of staff on site or text 07508 526708 (non-urgent repairs only) but this may take slightly longer and require a visit from one of our Maintenance Surveyors to identify what work needs doing.

Report repairs online and submit a photograph –
www.railwayha.co.uk/do-it-online/report-a-repair





Ongoing maintenance

Gas Safety

Safety checks

99 of gas safety checks were completed within the 12 months anniversary date.

2013/14	2014/15	2015/16	2016/17	2017/18
100%	100%	100%	100%	99%

Satisfied

100% of residents were satisfied with the gas safety check service.

2013/14	2014/15	2015/16	2016/17	2017/18
98%	99%	100%	100%	100%

“Very polite, very respectable with good manners, very nice man”

Mr & Mrs Mark, York

Top Tip

Please check that you have turned the thermostat up before you report that your heating is not working. This may save you time and effort.

The Association is legally obliged to carry out annual safety checks in 992 of our homes. Please help us to ensure your safety by allowing our engineer access to your home to carry out this essential work. It could save your life and those of your family and neighbours.

If you don't let our engineer in to your home to check the gas appliances then as a very last resort we will take legal action and you will have to pay our legal costs.

Carbon monoxide detectors

In 2017/18 we made it a priority to fit carbon monoxide detectors in all homes with gas or oil appliances. The detectors are a sealed unit, the batteries should last for 10 years and then we will replace it.

If you have a carbon monoxide detector fitted in your home please test it weekly – it could save your life.

If you don't have a carbon monoxide detector in your home and you would like one, please contact us.

Gas Leaks

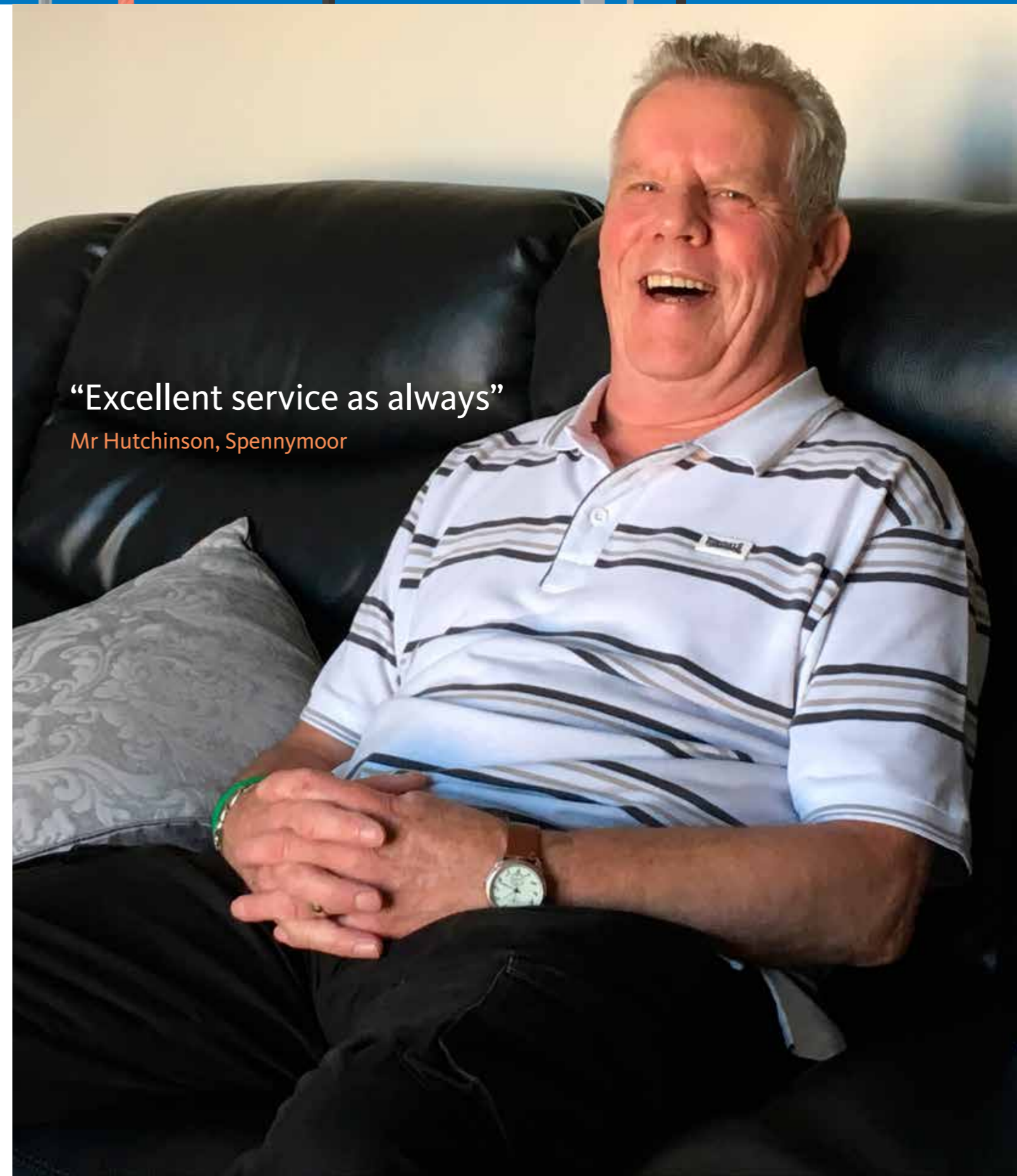
If you suspect a gas leak you need to act quickly –

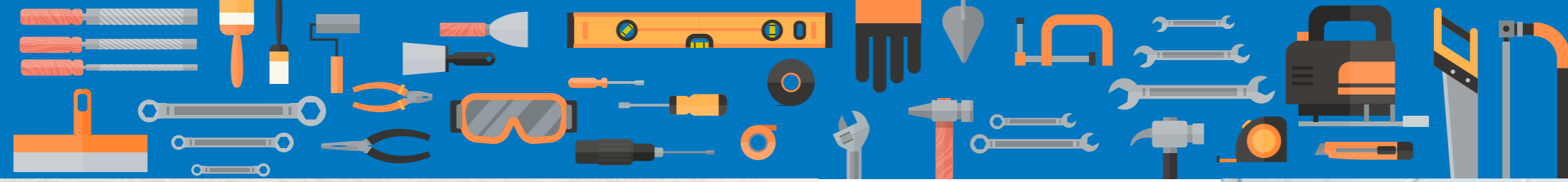
- Contact the national emergency gas telephone service 0800 111 999
- Open all doors and windows to ventilate the area
- If it is safe to do so, turn off the gas supply at the emergency control valve on the meter
- Do not turn the gas supply back on again until it has been checked by a Gas Safe registered engineer
- Do not use any electrical switches
- Extinguish any naked flames
- Do not smoke
- If you are feeling unwell visit your GP or local hospital immediately and tell them that you may have been exposed to carbon monoxide
- If the gas engineer finds a problem with any gas appliances, follow their advice about using the appliances.

Don't take the risk – if your home has a gas boiler or fire it is essential for your safety that it has an annual gas service.

“Excellent service as always”

Mr Hutchinson, Spennymoor





“Very satisfied, they did a great job. My experience of the repairs and maintenance service has always been a very good one”

Miss Tweedy, Newcastle

Maintenance of open plan gardens

Satisfied
100% of residents surveyed were satisfied with the garden maintenance service

2013/14	2014/15	2015/16	2016/17	2017/18
100%	100%	100%	99%	100%

- Polite requests**
- Please keep plant pots and ornaments to paved areas only so that the garden maintenance contractor can cut the grass.
 - Please do not plant any trees in open plan gardens.

“Good job”
Mr & Mrs Pressick, Cottingham

“Superb as always”
Mr Heslop, Drifffield

“The men always do a very good job, it is left clean and tidy. They always speak to you if you are about and very polite”
Mr Edmonds, Hereford

Do you have condensation in your home?

Condensation is caused when moisture in the air meets a cold surface. It is most commonly found on window panes, wall tiles, mirrors, porcelain toilet bowls and cisterns. If left, it may cause mould growth, which for best results you should clean off using an antifungal wash.

We all produce moisture in our homes by breathing, washing, cooking and so on. To reduce condensation we need to keep our homes warm and provide adequate ventilation

- Cover pans when cooking
- Dry clothes outside or in a well ventilated room
- Open bathroom and kitchen windows or use extractor fans

- Open a couple of windows to get a through draught for about an hour a day
- Maintain a low background heat
- Wipe down any condensation
- Do not use paraffin or bottled gas heaters

If you would like any further advice, please contact us to make an appointment for one of our Maintenance Surveyors to visit you; or to request our advice leaflet on preventing condensation in your home.

To reduce condensation we need to keep our homes warm and provide adequate ventilation

Painting

Re-painting of external woodwork and the clearing of rainwater guttering is carried out once every five years.

More frequent clearing of rainwater guttering is carried out if requested and found to be necessary.

Satisfied
91% of residents were satisfied with the external painting.

2013/14	2014/15	2015/16	2016/17	2017/18
94%	87%	84%	89%	91%

“Did extra job for me – painted edge of steps to help me see better”
Mrs Adams, York

“Very courteous and efficient. Good job done”
Mr Markey, Tynemouth

“I used to be in the painting business so have a good eye for work. They did not prepare beforehand and no undercoat was used, only 1 coat of gloss. There were white spots on door and a big blob on step; they really should have used dust sheets. There was a man to do 12 cottages in a week. Metal railings had one coat of black gloss and it took 5 men 1 day.”
Mrs Goole, Newcastle (right)



Your contact information

If you change your telephone number, please let us know as soon as possible. It's important that we have your most up to date contact details.

Is there anything else you would like to know about the maintenance of your home?

We have tried to provide information about all of our main repairs and maintenance services but if there is anything else you would like us to include, please let us know.

Please tell us by calling free phone 0800 0287428; writing to us at the address shown below or emailing us at info@railwayha.co.uk

Our office in Darlington (Bank Top House, Garbutt Square, Neasham Road DL1 4DR) is open between 8.30 am and 4.30pm Monday to Friday.

Freephone: 0800 0287428

Text (to report non urgent repairs): 07508 526708

Report repairs online: www.railwayha.co.uk/do-it-online/report-a-repair

Email: info@railwayha.co.uk

Out of office hours, residents can report emergency repairs by using their emergency pull cord or alarm if they have one; or by telephoning 0300 3034917

www.railway.co.uk

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Member of the Housing Ombudsman Service

