



Repairs

Log Book



Using a Repairs Log

Keeping a repairs log is useful

We recommend the use of a repairs log, which will help a scheme keep track of any outstanding repairs. Your scheme may have already have set up its own log to monitor repairs and that is fine. If you have not, then you may want to use our log sheets.

How to use the log sheets

We hope the log sheets are easy to use, but you may also want to mark in your scheme's diary the date a repair is due to be completed so that you can contact us promptly if something has gone wrong. Support staff can check our 'Handbook for Support Staff' for information about what to do if this happens.












Give us feedback

The only way we can improve our repairs service is if we get feedback both when we get things right and when we get them wrong. The tenant, or you acting on their behalf, can do this in three ways:









- Complete and return the customer repair satisfaction slip that is sent out for every repair ordered.
- Keep some brief notes on the repairs log about how well a repair is carried out. We may ask for some feedback as part of our contractor rating system, which assesses how well each of our contractor's perform.
- Use our formal feedback procedure to make complaints, compliments and comments. See the handbook for details about how to do this.



Repairs Log Sheet (use one page per repair)

Repair Job No:	Date:	
Name of person reporting repair:		
Name of Progress Housing Group officer you reported the repair to:		
Where is the fault?		
Description of fault / repair required:		
Priority given (<i>please tick</i>):	<input type="checkbox"/> Emergency <input type="checkbox"/> Urgent	<input type="checkbox"/> Routine <input type="checkbox"/> 24 hours
		<input type="checkbox"/> 5 working days <input type="checkbox"/> 20 working days
Name of Company doing the work:		
Name of person carrying out work:		
Work Start Date:		Start Time: am/pm 
Work Finish Date:		Finish Time: am/pm 
Is a return visit needed for this job? (<i>please tick</i>) <input type="checkbox"/> YES <input type="checkbox"/> NO		

Return Visit Work

Work Start Date:		Start Time: am/pm 
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Work Start Date:		Start Time: am/pm 
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Date repair is completed:		

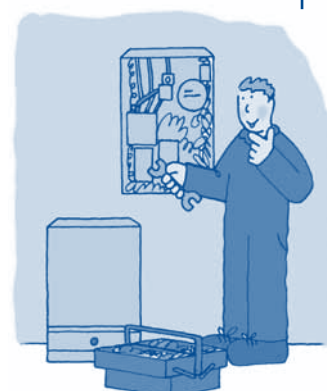
Have you had a repair receipt from Progress Housing Group's Property Services Division? (*please tick*) ☐ YES ☐ NO














Have you returned the customer repair satisfaction questionnaire? (*please tick*) ☐ YES ☐ NO











It is helpful if you record any comments about the standard of repair work, the contractor's response, etc. We operate a contractor rating system and will ask schemes at random for some feedback.



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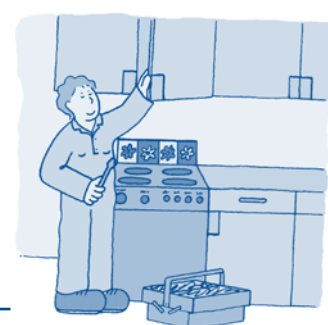
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To report a repair, please phone:

Property Repairs Hotline:

01772 642199

Monday - Friday

8.00 am - 6.00 pm

Out-of-hours Emergency Repairs:

01772 436756

Monday - Friday

6.00 pm - 8.00 am

All weekends and bank holidays



Progress Housing Group,
Warwick House, Kilnhouse
Lane, Lytham St Anne's,
FY8 3DU



Telephone: 01772 450888

Fax: 01253 642001



Email: enquiries@progressgroup.org.uk

Website www.progressgroup.org.uk