

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.

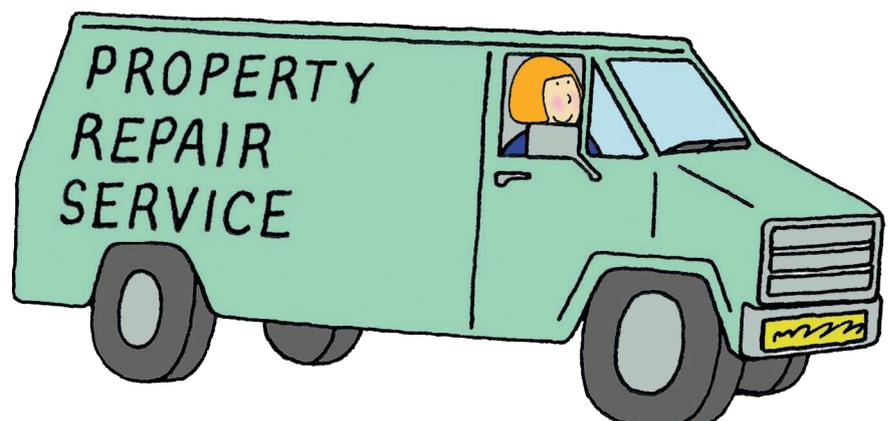
How to use the log sheets

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 'Support Workers Handbook' 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 tenant repair satisfaction survey which is sent out for every repair completed.
- 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 RWP advisor you reported the repair to:

Location of fault:

Description of fault / repair required:

Priority given (*please tick*): Routine Urgent Emergency

Name of contractor (company) work issued to, if known:

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? (*please tick*) YES NO

Return visit work

Work start date:

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am/pm

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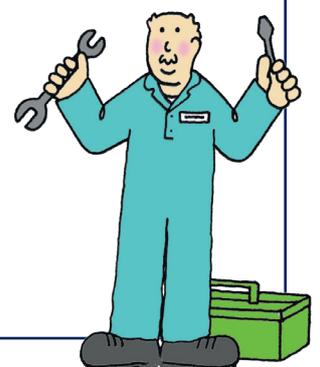
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(*please tick*) YES NO

It is helpful if you record any comments about the standard of repair work, the contractor's response, etc., here:



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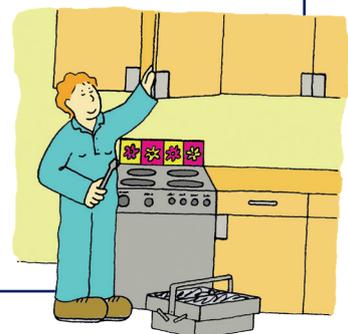
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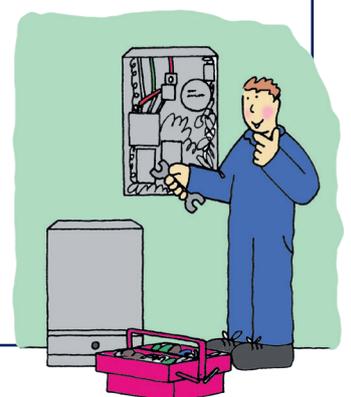
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To report a repair

To report a repair, please telephone 0333 320 2675 or live chat at www.residewithprogress.org.uk. Please see opening times below.



RWP

Sumner House, 21 King Street,
Leyland, PR25 2LW



Telephone: 0333 320 2675 from 8am to 6pm, Monday to Friday and outside of these times for emergencies.



Live chat at www.residewithprogress.org.uk, Monday to Friday, 8am to 5pm



Email: RWPenquiries@progressgroup.org.uk
Website: www.residewithprogress.org.uk



ResideWithProgress



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