

Q: How do I report a repair?

If something goes wrong in your house it is important to tell us straight away so it doesn't get more serious. We have made it as easy as possible for you to contact us. The quickest way is to call our Repairs Helpdesk on **Freephone 0800 111 43 43**. It is open 8am to 6pm Monday to Thursday and 8am to 5pm on Fridays.

Outside office hours we offer an emergency service on the same number. If you telephone us at a busy time then your call will be placed in a queue. After a short wait you will be given the choice of requesting a call back. The telephone system will prompt you to enter some brief information and you can hang up your telephone. When your call back request reaches the top of the queue we will automatically call you back.

Q: What information do I need to tell Bron Afon?

A: It makes our job much easier and increases the chance for us to fix the problem on our first visit if you give us clear information. A few things we would like you to tell us are:

1. Name and address.
2. Telephone number.
3. Access requirements.
4. Concise and accurate details regarding the repair.
5. the name of the caller if ringing about an access card or the name of the sender if you have received a letter.

Q: How long will it take for the repair to be done?

A: Every month we take 9,000 repair calls so we hope you understand that we have to deal with the most urgent repairs first.

Here are two examples to show you how we prioritise work:

- We aim to fix a total breakdown of a boiler within 24 hours.
- Smashed windows are quickly boarded up but we aim to replace them within ten days.

Q: How else can I report a repair?

- **You can email us at:**

enquiries@bronafon.org.uk

- **You can visit us at our offices which are located at:**

34 Bailey Crescent, Garndiffaith.

Fairwater Square, Fairwater.

7 Maendy Square, West Pontnewydd.

Opening times:

Monday to Friday 8.30am - 12.30pm.