

If English is not your first language...

If you would like to discuss this information with someone who speaks your own language, please fill in your details and return to the address below.

Punjabi ਪੰਜਾਬੀ

ਜੇ ਤੁਸੀਂ ਇਸ ਬਾਰੇ ਕਿਸੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਨਾਲ ਗੱਲ ਕਰਨੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਨਿਰਬਾਣੀ ਕਰਕੇ ਇਸ ਫ਼ਾਰਮ ਵਿੱਚ ਸਹੀ ਢੰਗ ਨਿਸ਼ਾਨ ਲਾ ਦਿਓ। ਫ਼ਾਰਮ ਉੱਤੇ ਅਪਣਾ ਨਾਂ, ਪਤਾ ਤੇ ਟੈਲੀਫ਼ੋਨ ਨੰਬਰ ਲਿਖ ਕੇ ਫ਼ਾਰਮ ਸਾਨੂੰ ਵਾਪਸ ਘਲ ਦਿਓ।

Polish Po polsku

Jeśli chcesz przedyskutować sprawę z osobą mówiącą po polsku, zaznacz w kwadraciku, wpisz poniżej swoje nazwisko, adres, numer telefonu i zwróć formularz

Urdu اردو

اگر آپ اس پر کسی ایسے فرد سے بات چیت کرنا چاہتے ہیں جو اردو/ہندی بولتا ہو تو براؤزر کے متعلقہ خانہ میں نشان لگا کر اپنا نام، پتہ اور ٹیلیفون نمبر لکھ کر اس فارم کو واپس بھیجوا دیجئے۔

Hindi हिन्दी

अगर आप इसके बारे में हिन्दी बोलने वाले किसी व्यक्ति से बातचीत करना चाहते हैं तो कृपया इस बॉक्स में सही ढंग निशान लगा दें, फ़ॉर्म पर अपना नाम, पता और टेलीफ़ोन नम्बर लिख दें और फ़ॉर्म हमें लौटा दें।

Gujerati ગુજરાતી

જો તમને કોઈ ગુજરાતી બોલનાર વ્યક્તિ સાથે આ બારામાં ચર્ચા કરવી હોય તો, મહેરબાની કરી ઉપરના ખાનામાં ટિકનું નિશાન કરો, અને તમારું નામ, સરનામું અને ટેલિફોન નંબર ભરી અને ફોર્મ પાછો મોકલો.

Somali Soomaali

Haddii aad rabtid in aad warken kala hadashid qof af-soomaali ku hadla, fadlan, calaamadee bokska kor ku yaal, qor magacaaga, cinwaankaaga iyo telefon lambarkaaga oo markaa noo soo celi foomka

Name

Address

Postcode

Telephone

Large print

Audio tape

Braille

Please return to: Communications Team, Ealing Homes, FREEPOST LON16139, London W5 2BR

Ref: Accessing the Repairs service

Useful numbers

Antisocial behaviour

East 020 8825 8400

West 020 8825 8600

Complaints, compliments or suggestions

020 8825 8666

Customer Service

East 020 8825 8822

West 020 8825 8833

Decent Homes

020 8825 7641

Pest control

020 8825 6644

Refuse/Ground maintenance/Fly-tipping/Graffiti

020 8825 6000

External contacts

Electricity power loss (EDF Energy)

0800 096 9000

Gas leaks (Transco)

0800 111999

NTL communal aerials

0800 052 2000

Water supply/sewerage:

East – Thames Water (Emergencies)

0845 920 0800

Leakline

0800 714014

West – Three Valleys Water (Emergencies)

0845 782 3333

Leakline

0800 376 5325

Accessing the Repairs service

www.ealinghomes.net



This leaflet has been produced to provide you with the information you need in order to quickly report a repair. There are many ways to get in touch, so please choose the best option for you. More information is available at:

 www.ealinghomes.net/main/services/Repairs

Interfinder

Interfinder is an easy-to-use online picture guide of your home fittings. Use this system to report non-urgent repairs for your home 24 hours a day.

 www.interfinder.net/cgi-bin/ealdif_launch.pl

1. Select relevant category (e.g. doors, toilet)
2. Add the repairs you need to your basket
3. Submit your request
4. Wait for an email acknowledgement

Repair Link

Repair Link is open Monday, Tuesday, Wednesday, Friday 8am-5pm; Thursday 8am-8pm; and Saturday 9am-12pm.

 **East 0800 181744**

(Acton, Ealing and Hanwell)

 **West 0800 181541**

(Greenford, Northolt, Perivale and Southall)

Emergency repairs outside office hours

0871 474 9784 (except lift repairs)

020 8825 5000 (emergency lift repairs)

IMPORTANT NOTE:

When someone calls to do your repair, always ask to see proof of identity and check it carefully – all workers carry ID cards with their photos on. Please do not let any worker into your property if they cannot provide identification.

Outside normal office hours we only handle emergency repairs. We consider a repair an emergency if it is dangerous or a health risk to occupants, or if it could cause serious damage to the property.

Outside office hours, we will endeavour to attend any emergency call out within 4 hours, subject to demand. Repair work may only be done to ensure safety; any follow on works will be carried out in normal working hours.

Note: If you call us and we find the repair is not a genuine emergency we will charge you the emergency call-out fee.

Other ways to report a repair

 repairs@ealinghomes.net

Housing Area Offices

Reception opening hours for all areas:

Monday 9am-4:30pm

Tuesday 9am-4:30pm

Wednesday 10am-4:30pm

Thursday 9am-6pm

Friday 9am-4:30pm

Telephone numbers for Housing Area Offices

Available Monday to Wednesday and Friday 9am-5pm plus Thursday 9am-6pm

East Area Office

 16–20 New Broadway
Uxbridge Road
London W5 2XA

 **020 8825 8822**

 housingeast@ealinghomes.net

West Area Office

 301 Ruislip Road
Greenford
Middlesex UB6 9SE

 **020 8825 8833**

 housingwest@ealinghomes.net


Estate Services

 **020 8825 8593**

Estate Services staff will inform Repair Link of repairs or faults to communal areas, lifts and entry phones on a daily basis. If you see a repair is required to a communal area contact Estate Services, your caretaker or Repair Link.

Mobile Surgeries

Surgeries, also known as drop-in sessions, are held on a regular basis around the estates. See the website for dates and locations:

 www.ealinghomes.net/main/services/your_tenancy/surgeries/index.html

No appointment is necessary. Surgeries are held for you to discuss issues with Ealing Homes staff and contractors. In the East they are hosted by Kier Building Maintenance and in the West by Mears Ltd.

Heating

Phone or email our contractors directly to request heating or hot water repairs.

Individual Boilers

West


Quality Heating

 **01494 795000**

 ealing@quality-heating.co.uk

East

KBR Direct Heating

 **020 8832 2564**

 Housing.Repairs@halliburton.com

Communal Heating

East and West

KBR Direct Heating

 **020 8832 2564**


 Housing.Repairs@halliburton.com

This service is available Monday to Friday 8am-5pm. For emergency heating repairs or gas leaks outside office hours, call:

**Emergency heating repairs
outside office hours**

 **0871 474 9784**

Emergency gas leaks

 **0800 111 999**