

# Repairs



## Friday 15 Jan 2021: Updated repair service provision

To ensure we keep our customers and colleagues as safe as possible, from Friday 15th January we will only be carrying out emergency repairs. Unfortunately this means that all routine repairs have now been put on hold. We are really sorry for the inconvenience this may cause, but we hope you will understand, and agree, that the health and safety of you and our teams must be our highest priority.

**Emergency Repairs will be delivered as usual.**

Accord's definition of an emergency is a situation where urgent action is required to prevent serious risk to health and safety or major damage to the structure of a property.

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## New Routine Repairs

You can still report these repairs. We encourage you to do so via email [customerfirst@accordgroup.org.uk](mailto:customerfirst@accordgroup.org.uk)

These repairs will be placed on hold due to the current Covid-19 situation.

We will review our service provision again on 31 March 2021.

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## Repairs already reported

If you have reported any routine repairs prior to 15 January 2021, we will be in touch when we are in a position to

attend to this repair.

If we have already given you an appointment for your repair we will be in touch with you to re-arrange this.

Our priority is to keep you and our operatives safe, therefore we will minimise the number of visits to your property and the number of operatives in your property at this time.Â To assist us in this, we will prioritise external works.Â

**Please do not contact to us to chase any routine repairs - we need to ensure our teams can respond to customers with emergency situations. We will be in touch with you regarding routine repairs as soon as we are able.**

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