



Appointments & Inspections

Appointments

We have an appointment system for all normal repairs. You will be offered a morning or afternoon call normally within 15 working days of the problem being reported. If we find that we cannot get to you on time we will let you know.

If however, we turn up at the agreed time and you are not in, a card will be left and the appointment cancelled. This means you will have start again by booking a new visit. Morning appointments are from 0800 - 1200 afternoon from 1200 - 1600.

Inspections

Where the problem sounds more complicated or needs an on site decision we will make an appointment for an inspector to call, normally within 5 days of your call. The inspector will discuss the work with you and let you know when it will be done. This sort of call normally involves more complicated or larger works and will normally be carried out within 20 working days. Whichever option you are offered you will normally receive written confirmation of the work to be done.