



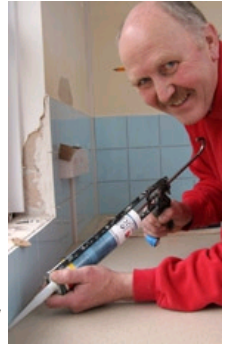
Repairing your home

Looking after your home is a two-way thing. We are committed to giving you a first class repairs and maintenance service and you have a responsibility to help us keep it in good condition.

Our responsibilities broadly cover the structure and outside of your home, plus services such as plumbing, electricity and heating systems.

Tell us straight away when you need a repair - please don't leave it until Friday afternoon and expect us to deal with it by teatime!

When you call us one of our call centre staff will ask you a few questions so that we can find out what needs doing and will arrange an appointment either in a morning or afternoon, to carry out the work



For non-emergency repairs

You can use our easy on-line repair selector by clicking [* here *](#)

or

You can phone a repair by calling us on Freephone 0800 048 1054

or

Text your repair to 07766 40 41 42

Put repairs@oceanhousing.com at the start of your message, then the repair that needs doing.

Don't forget to include your address!!!
