



Keniston service update

Opening up our repairs services

The country locked down 3 months ago. Since then, Keniston has been offering a limited repairs service, restricted to emergency and essential works only. Thank you for your understanding and patience during this time. As the lockdown eases, we are now able to expand our repairs service and revert to being able to carry out the full range of repairs.

We have set up a second phone line for residents to report **all non-urgent repairs**. This will be staffed every weekday, initially for reduced hours between **9am and 12.30pm**.



Our contractors will take all recommended steps to keep both you and them safe if they need to come into your home. We can tell you more about this when you contact us. You have the choice whether to have your routine repairs done at this time. **If you are unsure whether they need to be done now, please ask us about this on our non-urgent repairs line 01689 889704.** There will be essential works that we need to carry out to keep the home in good repair and to meet legal requirements. For example, all boiler servicing still needs to be carried out by law.

Contact Keniston's repairs service:

Monday to Friday

 **01689 889702**  **9am to 5pm**

Emergency or urgent only

An emergency repair is where the defect is likely to cause damage to the property or is a threat to health and safety of the occupants

 **01689 889704**  **9am to 12.30pm**

Routine, non urgent

Non-emergency works such as a minor leak



You can also report repairs via:

Website: www.kenistonha.co.uk

Email: reportingrepairs@kenistonha.co.uk

Text **REPAIR** to 07376 617616