



**Vert Housing**  
Specialist Supported Accommodation

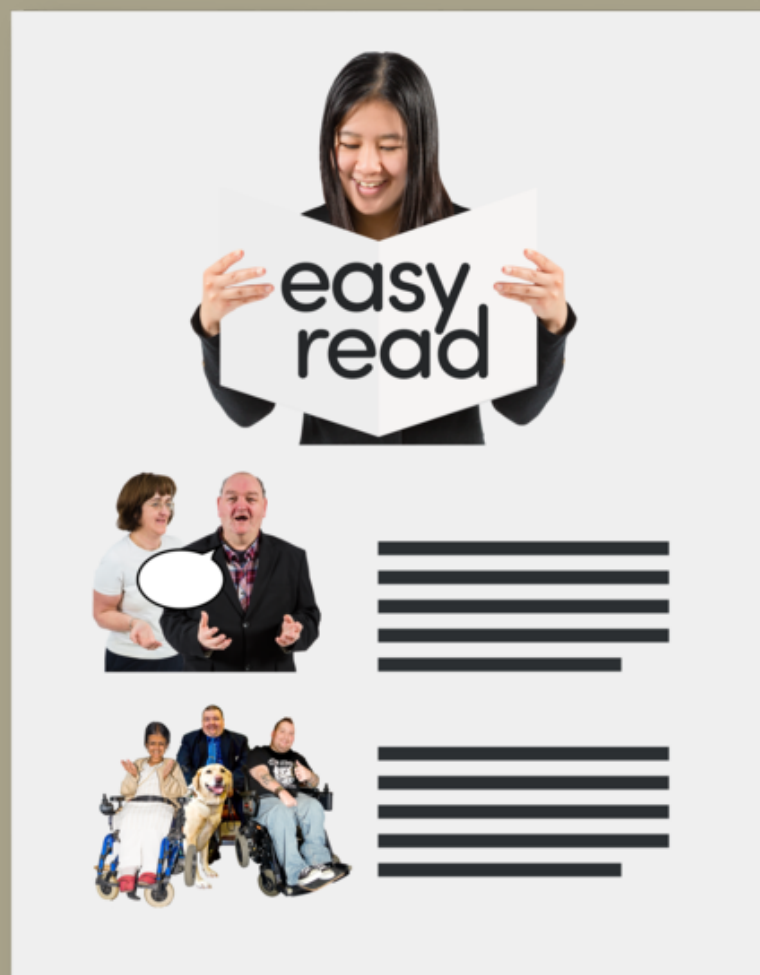


# Maintenance & Repairs

**What you need  
to know**



# About us & these booklets



**This EasyRead booklet is part of a series of booklets about your housing.**

**We hope you find them useful.**



**We are Vert Housing, we have been providing specialist supported housing since 2021.**

**We are a not-for-profit company.**

**Company number 13218815**



**Your local office is Bakewell Court Office.**

**It is open from 9.30am to 5pm,  
Monday to Friday**

**Please get in touch with us if you have any questions or need any more information.**

**Details about how to get in touch with us are at the back of this booklet.**

# Your right to repairs



**What we must do:**

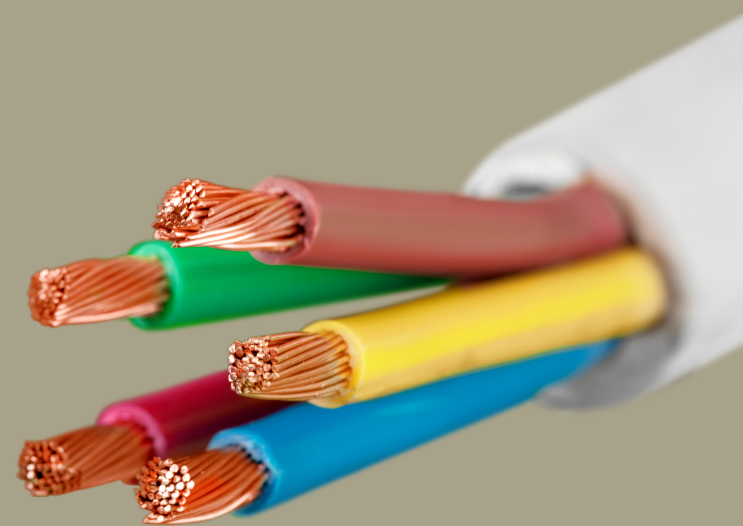
**We have to make sure that repairs are done inside and outside your home.**

**This includes:**

**Some things in the kitchen and bathroom, but not things that you have put in yourself**

**Electrical wires, gas and water pipes inside your home**

**Any heating systems we have installed**



# Your right to repairs



**We will also repair other parts of your home and decorate the outside**



**We aim to get all repairs done within 5 days**



**If there is an emergency we will send someone out immediately**



**You have the right to have repairs done within a fair time**



**If we don't do the work properly you can make a complaint**

# Your right to repairs



**You have the right to make your home a better place to live. You could put in an accessible shower or something similar. But you must get us to say yes before you do any work**



**We might say how the work should be done but we will not say no unless there is a good reason**

**Vert Housing and your support staff will manage the repairs for you.**

**Alternatively you could appoint a friend or family member to liaise on your behalf if you wish**



# Vert Maintenance



**Vert Housing has their own maintenance team**

**All maintenance is reported via your tenant app. We provide this for you at the beginning of your tenancy**

**All of the compliance certificates and documents can be found on your app**

**Your support staff will help you use the app to report maintenance or download your certificates**

# How to get in touch with us



**You can call our offices at any time of the day or night. If no one is there leave a message and we will get back to you.**



**Our number is:  
0330 133 3072**



**Our email:  
[info@verthousing.co.uk](mailto:info@verthousing.co.uk)**



**Our maintenance email:  
[maintenance@verthousing.co.uk](mailto:maintenance@verthousing.co.uk)**