

Repairs and improvements

Looking after homes in Cornwall and Devon

Our general needs residents can report repairs through [PHA](#) if they live in Cornwall.

In Devon we have a central customer service team taking your repairs. You can ring them on 0300 123 8080 or [click here to report a repair](#).

Sheltered and Supported housing residents can report repairs through their scheme managers.

Straightforward repairs go to an approved contractor, generally our partner [Tor Homes](#). Where it is difficult to diagnose the problem we inspect and then decide what to do. For all works we use contractors that meet our guidelines on quality of work, value for money and quality of customer service. If you are dissatisfied with work carried out by our contractors, you can complain to us.

Every time a repair is reported, the resident receives a copy order telling them the contractor's name, the works ordered and when it will be done. At the same time we send a prepaid card asking for comments.

We collect responses from residents to

- monitor the performance of contractors
- monitor the service we provide
- assess our performance against set targets

The targets we work to are

- emergency repairs completed within 24 hours
- urgent repairs completed within 7 days
- routine repairs completed within 28 days

 [Report a repair](#)

 [Major improvements](#)

 [Useful handbooks](#)