

# Reporting a Repair



## Reporting a Repair

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There are several ways you can report a repair:

1. Telephone the repair line on 01642 773633
2. Log on to our website at [www.irimushousing.co.uk](http://www.irimushousing.co.uk)  
(link to report a repair)
3. Visit your local housing office and report it over the counter
4. Report it to a member of our staff during a home visit
5. By post using this pre-paid form  
**(Please note this should not be used for emergency or urgent repairs. If you are unsure please see our repairs and maintenance leaflet)**

If you wish to use the postal option, please complete this form and post it to us or hand it in to your local housing office. Please note this is a free mail service, so there is no need to use a stamp. We will contact you within five days from the date you send us the form.

If you have not heard from us within five days of posting your form, please ring us on 01642 773633.

## Contacts

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For more information, please contact us on 01642 773633 or log on to [www.irimushousing.co.uk](http://www.irimushousing.co.uk)



PLEASE MOISTEN AND SEAL

Title:

First Name:

Last Name:

Address:

Post Code:

Telephone Number:

Email Address:

Detail of the fault:

PLEASE MOISTEN AND SEAL

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Freeport RLXB-ZEYH-EUXS  
Erimus Housing Ltd  
Homechoice  
73-75 Corporation Road  
MIDDLESBROUGH  
TS1 1LY



Colour coded information leaflets are available for the following services:



CUSTOMER SERVICE

HOUSING MANAGEMENT

SUPPORT SERVICES

REGENERATION

MANAGING YOUR MONEY

REPAIRS AND MAINTENANCE

We will make this information available in other languages, braille, large print or other formats on request.

Arabic

سوف نحاول توفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بصيغ أخرى بناءً على طلبك.

Chinese

我们将会尽力以多种形式提供本信内容，包括其他语言、盲文、大字体或所需的其他格式。

Hindi

बिबेदन आने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में भी उपलब्ध करवाने की कोशिश करेंगे।

Punjabi

ਬੇਨਤੀ ਆਉਣ ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਹੋਰ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਵੀ ਭਿਜਵਾਉਣ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ।

Urdu

درخواست کرنے پر ہم اس معلومات کو دیگر زبانوں، بریل، بڑے حروف میں یا دیگر شکلوں میں دستیاب کرنے کی کوشش کریں گے۔



Erimus Housing Ltd, 4th Floor, Centre North East,  
73-75 Albert Road, Middlesbrough TS1 2RU.

Tel: 01642 773600 Fax: 01642 773611

Email: [info@erimushousing.co.uk](mailto:info@erimushousing.co.uk)

Web: [www.erimushousing.co.uk](http://www.erimushousing.co.uk)

Ref No: RM2V1



business for neighbourhoods

