

How can I report a repair?

The quickest way to report a repair is online at: [harrow.gov.uk/repairs](https://www.harrow.gov.uk/repairs). You can also report a repair:

by telephone on: 0208 901 2630 (emergencies only)

by email at: housing@harrow.gov.uk

Whichever method you use to report a repair our staff will need to know as much detail as possible, so we can provide a quick solution for you.

Gas central heating and hot water repairs

Liberty Group provides domestic gas servicing and maintenance contractors to residents where there is an individual gas boiler. They carry out landlords' gas safety checks, essential repairs, and annual safety checks to smoke alarms. Telephone: 0330 333 8390 or 0800 614 456. Email: harrowcouncil@liberty-group.co.uk.

Repair Priorities

Your repair will be carried out within the following timescales or an appointment time which is more convenient to you:

Emergency repairs	Priority 1	Within 4 hours
Urgent repairs	Priority 2	Within 1 – 5 working days
Non-urgent repairs	Priority 3	Within 1 – 20 working days
Batch repairs	Priority 4	Within 90 days subject to funding

Will you charge me for any repairs?

If you, your family or friends cause damage to your property and this was not the result of normal wear and tear, you must repair the damage or we will charge you for doing the repair.

If you have been the victim of criminal damage, we will pay for the damage to be repaired, as long as you have a valid crime reference number from the police.

Examples of rechargeable repairs

- Gaining access due to lost or forgotten keys
- Repairs required as a result of damage from yourself, household members or visitors
- Damage caused by leaks from washing machines or your own appliances or fittings
- Blocked drains, toilets, sinks, baths, washing machine etc (unless blockage caused by broken drain)

What if I lose my house keys?

To avoid problems arising from loss of keys we strongly recommend that you leave a spare set of keys with family, friends or neighbours.

If you lose your keys, or get locked out you will be charged for any costs associated with gaining access to your home.