



Dear Resident

COMBINED OUT OF HOURS REPORTING FOR ANTI-SOCIAL BEHAVIOUR AND EMERGENCY REPAIRS

Innisfree is pleased to announce that it is introducing an improved service for residents who need to report ASB or repairs after the office is closed. From **1st July 2009**, you can call Trident Housing Association on **0800 678 3313** any time from 5pm to 9 am Monday to Friday and all day Saturday and Sunday.

EMERGENCY REPAIRS;

If you are reporting an emergency repair, you should tell them your name and address and what the repair is. Trident Housing Association will only be able to deal with repairs that fall into the following category;

- Severe roof leaks
- Burst pipes
- Blocked WC
- Loss of electrical power or light (rechargeable to tenant if found to be no funds on key meter)
- No heating/hot water for sheltered tenants
- Insecure external window, door or lock

ANTI-SOCIAL BEHAVIOUR;

If you are experiencing ASB and need to talk to someone straightaway, please tell Trident the time and date of the incident and exactly what has happened. They will take down all these details, advise you what you should do next and ensure that Innisfree is informed the next working day of the incident. Innisfree will then make contact with you to discuss what action will be taken.