



What our customers can do

While we are responsible for most repairs and maintenance, you also have some responsibilities including:

- Reporting issues promptly including damp and mould
- Ventilate your room / home regularly where possible
- Seeking permission for any alterations or personal decoration Keeping your home clean, tidy and free from obstructions
- Allowing access to our maintenance team for scheduled and emergency works
- Paying for any damage you cause to the home
- Advising us of any reasonable adjustment needed ahead of the repair. Please tell us in advance if you need extra support or adjustments during a repair visit.
- Always asking to see ID before letting contractors in.
- Ask contractors to sign in on attendance



Reporting a repair

Emergency Repairs:

For emergency repairs contact us straight away 0161 786 6000.

Non-Emergency Repairs:

You can report non-emergency repairs online, by email or by calling the office and providing as much detail as possible for our customer experience team.

If you are unsure whether your repair is an emergency, please call us and we will advise you.

Contact us

You can contact us if you need help with anything about your home.

Call: 0161 786 6000 Monday to Friday, 9am to 5pm, and for emergencies out of hours.

Or visit:

portus-sh.org.uk/report-a-repair

Or email:

hello@portus-sh.org.uk

If you need this information in another format, please contact us.

Repairs and Maintenance Guide

Having a safe, secure, and well-maintained home is essential. This booklet gives you guidance on reporting repairs, maintaining your home, and understanding your responsibilities.

Portus Property Management supports our day-to-day repairs, planned maintenance and safety compliance, helping us maintain high standards and clear accountability.



Different types of repairs

Emergency Repair:

We aim to attend an emergency repair within an average of six hours. Examples of this type of repair are:

- No heating in the winter months (Oct – March)
- No electrics or water
- Uncontainable water leaks into the home
- Exposed live electrical wires
- Insecure doors/windows where a security risk exists

We will make safe and arrange another appointment to carry out further repair work if this is required within 24 hours. Emergency repairs focus on

making your home safe. Further work may be completed at a later appointment. Examples of this type of repair are:

- No hot water in winter months (Oct- March). If you are vulnerable or have health needs, please tell us when reporting the repair.
- Failure of fire alarm system
- Making safe broken glazing
- Damage to main drainage
- Blocked toilets where there is no alternative to use
- External door and window locks

Urgent Repair:

We will attend an urgent repair within seven working days.

- Defective Firefighting equipment
- Communal TV aerials
- Plumbing repairs affecting function
- Faulty fire alarms
- Passenger lift repairs
- Loss of heating - outside of winter months
- Loss of hot water – outside of winter

Non-Urgent Repair:

We will attend a non-urgent repair within 28 working days. Examples of this type of repair are:

- Broken cupboards
- Minor plasterwork
- Faulty light fittings
- General wear and tear



Planned maintenance work

To keep your home in excellent condition, we will carry out planned maintenance and improvement work over a period of time. We will write to you when works at your home are due.

Component Parts:

Kitchens and Bathrooms are assessed every five years. The replacement of components is determined by condition.

Decorating your home:

We ensure communal areas and any internal painting of your home is carried out every 5 years and external decorating every 10 years where required.

Fire Risk Assessments:

A fire risk assessment is carried out at your home between every 1-3 years to ensure your home complies with fire safety regulations. The frequency of the assessment is dependent on the level of risk within your home.

Electrical safety checks:

We carry out fixed wiring electrical safety checks in your home every 5 years.

Oil and gas:

We carry out a safety check and service our gas appliances and oil boilers every year.

