



BUTTERFIELD HOMES
COTTINGLEY, WILSDEN, CROSS HILLS

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REPAIRS AND COMPLAINTS REPORTING FORM

Please use this form to notify Gemma of all repairs and complaints

Name of Trustee

Date Repair/Complaint Reported

Name of Resident

Address of Resident

Nature of Repair/Complaint – please include details of any action already taken

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Please ensure that you pass these details to Gemma Hopkinson as soon as possible after you have been notified of the repair/complaint. Contact details can be found at the top of the page.

The Regulator of Social Housing and the Housing Ombudsman Service require registered providers to respond to repairs and complaints within defined timescales.

EMERGENCY REPAIRS

24 HOURS

URGENT REPAIRS

WITHIN 10 WORKING DAYS

ROUTINE REPAIRS

WITHIN 30 WORKING DAYS

LONG TERM REPAIRS

WITHIN 90 WORKING DAYS

STAGE ONE COMPLAINTS

ACKNOWLEDGE WITHIN 5 WORKING DAYS

Complaints Officer Gemma Hopkinson

PROVIDE FULL RESPONSE WITHIN 10 WORKING DAYS

STAGE TWO COMPLAINTS

ACKNOWLEDGE WITHIN 5 WORKING DAYS

Appeals Officer Alison Evans

CONSIDERED ON AN INDIVIDUAL BASIS