



How to report a repair

You should report any repairs to us as soon as you notice them.



Who to contact

Please contact the maintenance team



If you are reporting a new repair, please call 0161 786 6000 and press option 1



If you are calling about a repair that has already been reported, please have your reference number ready and press option 2

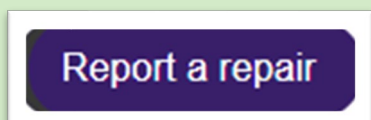


If your call is not an emergency, you can also email maintenance@bestha.co.uk

Email can only be used for non-urgent repairs.

Who to contact

Continued...



You can also report a repair through our website

www.bestha.co.uk/report-a-repair.php



If your call is an emergency please call **0161 786 6000** and press **option 1**



If you smell gas and/or think there could be a leak, immediately phone the National Gas Emergency service number on **0800 111 999**

Out of Hours

Emergency repairs outside of office hours



After 5 pm, our phone line will divert you to our out of hours service. **This service is for emergencies only.**



If you have an emergency repair, that cannot wait until the next working day, please call **0161 786 6000**



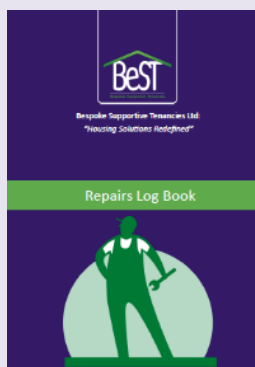
If the repair is not urgent, please call back during 9 am – 5 pm or send maintenance an email

Keeping record of repairs

Please keep a note of your reference number



You will be given a repair reference number, please write this down in your repairs log book from BeST



If you do not have a log book you can download one from our website

www.bestha.co.uk/documents.php



Or you can contact the maintenance team and ask them to post one to your home

Ways you can help

Help us to help you



If you can, please take any pictures and email them to maintenance@bestha.co.uk with your reference number



Our contractors will call you to book an appointment, please make sure you are available at your agreed date and time



If you can no longer make the appointment, please call us on **0161 786 6000** and press **option 2**