



- **How do I contact saha**

Our Customer Services Centre is open at the moment but is operating a limited service, you can contact the team on 0800 970 6363.

- **Can I still report a repair?**

saha have made the decision to prioritise emergency and urgent repairs for a short period. we will be carrying out emergency response repairs along with all compliance related Health & Safety testing.

This includes:

- Repairs for hygiene reasons
- Safety and security
- Gas safety testing
- Heating failure in individual room/flat (disabled/care: winter)
- Make safe door after break-in/ Door not adequately secure
- No electric in room/flat
- Glass - Make safe/board up
- Burst pipe (internal)
- No water

- **Repairs during Out of Hours**

saha's Out of Hours service will be continuing as usual and will be available if you need to report an emergency repair out of normal working hours.

- **How do I contact my Housing Officer?**

Please call the Customer Services Centre on 0800 970 6363 who will be able to assist.

- **Will my Housing Officer / Support Worker / Scheme Manager be on scheme?**

Housing officers, Scheme Managers and Support Workers on our General Needs and Older Peoples services will only be visiting if necessary and these will be doorstep visits where possible.

We have taken this precaution to minimise the potential spread of Coronavirus to protect all residents. Thank you for your understanding

- **Activities on schemes**

saha have suspended all communal activities within our General Needs and Older Persons Services.

- **Updates**

Please refer to [saha's website](#) and our [Facebook page](#) for updates.