

Repairs for LiLAC tenants in Leeds

**MORGAN
SINDALL**
PROPERTY SERVICES

Morgan Sindall is the company which carries out repairs at LiLAC properties in Leeds. Here are some handy tips when you report repairs and the different kinds of repairs you might need.

When to report your repair

Emergency repairs can be reported to Morgan Sindall out of hours. This means Monday to Friday, between 5pm and 8am, as well as weekends and bank holidays.

All other repairs should be reported during normal working hours (Monday to Friday, between 8am and 5pm).

How to report your repair

Please call **0345 241 6041** and press **option 1** for repairs.

You will be asked to give your name, address, and contact telephone number. The operator will need as much information about the repair as possible and to know when Morgan Sindall will be able to visit your property.

What kind of repair do I need?

If you're not sure what kind of repair you need to report, here is a reminder:



Emergency repair

An emergency repair is when something needs fixing in your home to keep

you safe. An example of an emergency repair is if your home is not secure, such as a broken front door lock or window.

Morgan Sindall will make this safe within 24 hours.



Urgent repair

An urgent repair is when something needs fixing that you need to use every day.

An example of an urgent repair is if your washing machine isn't working properly.

Morgan Sindall will fix this type of repair within five working days.



Non-urgent repairs

A non-urgent repair is when something needs fixing, but your home is still safe to live in. An example of a non-urgent repair is a dripping tap.

Morgan Sindall will fix this type of repair within 28 working days.

Knocked over bollards

Bollards are being knocked over by vehicles outside LiLAC properties. If you see a bollard that has been knocked down, please tell Morgan Sindall or talk to your housing officer. The bollards can then be checked to make sure they are safe.



Celebrating with art!

In March, our Forum group, made up of RWP and LiLAC tenants, was invited to a celebration event at The Bridge Community Church in Leeds. Tenants John, Sandra, Fiona, Alan, Carl, and Peter attended the event which Artlink West Yorkshire ran.

Creating the phoenix

The group enjoyed taking part in workshops to create the pieces of an enormous phoenix. The phoenix then rose up and was walked around the room! Everyone who took part put on a wonderful show of colour, poetry, movement, and drama.

RWP tenant Sandra said, "Thank you! It has been absolutely wonderful".

Sylvie Fourcin, the Director of Artlink West Yorkshire, thanked everyone who took part. Sylvie said, "Thank you for a truly wonderful event yesterday, to the participants who engaged with such joy and openness, and the staff who were brilliant in their support and attention to the people they work with. Rise up like the phoenix!"

The phoenix made in the workshops >



Saying thank you to Artlink

Artlink first worked with our tenants to support their move from the hostels where they lived to the new purpose-built supported living accommodation in Leeds (LiLAC).

Tenants have taken part in creative art workshops with Artlink through Big Lottery-funded projects like Get Started, Moving On, Creative Toolkits, and Re-emerging.

The phoenix event was the last event for the forum group with Artlink. A big thank you to everyone at Artlink, and we wish them all the best.



Tenant Sandra enjoying the movement workshop



Tenants and the Artlink team celebrating with the phoenix



Tenant Alan taking part in the celebrations >

Useful addresses and telephone numbers



Leeds office:

LiLAC tenants, New Pudsey Court,
101 Bradford Road, Pudsey,
Leeds, LS28 6AT



Office opening hours:

Monday to Friday 9am-5pm



LiLAC tenants, for repairs, please
call 0345 241 6041 and press 1

This newsletter is available in other formats, such as audio or large print. Please contact us on 0333 320 4555 or marketing@progressgroup.org.uk

Remember: Repair lines are very busy first thing in the morning. If your repair is not urgent try calling after 11am.