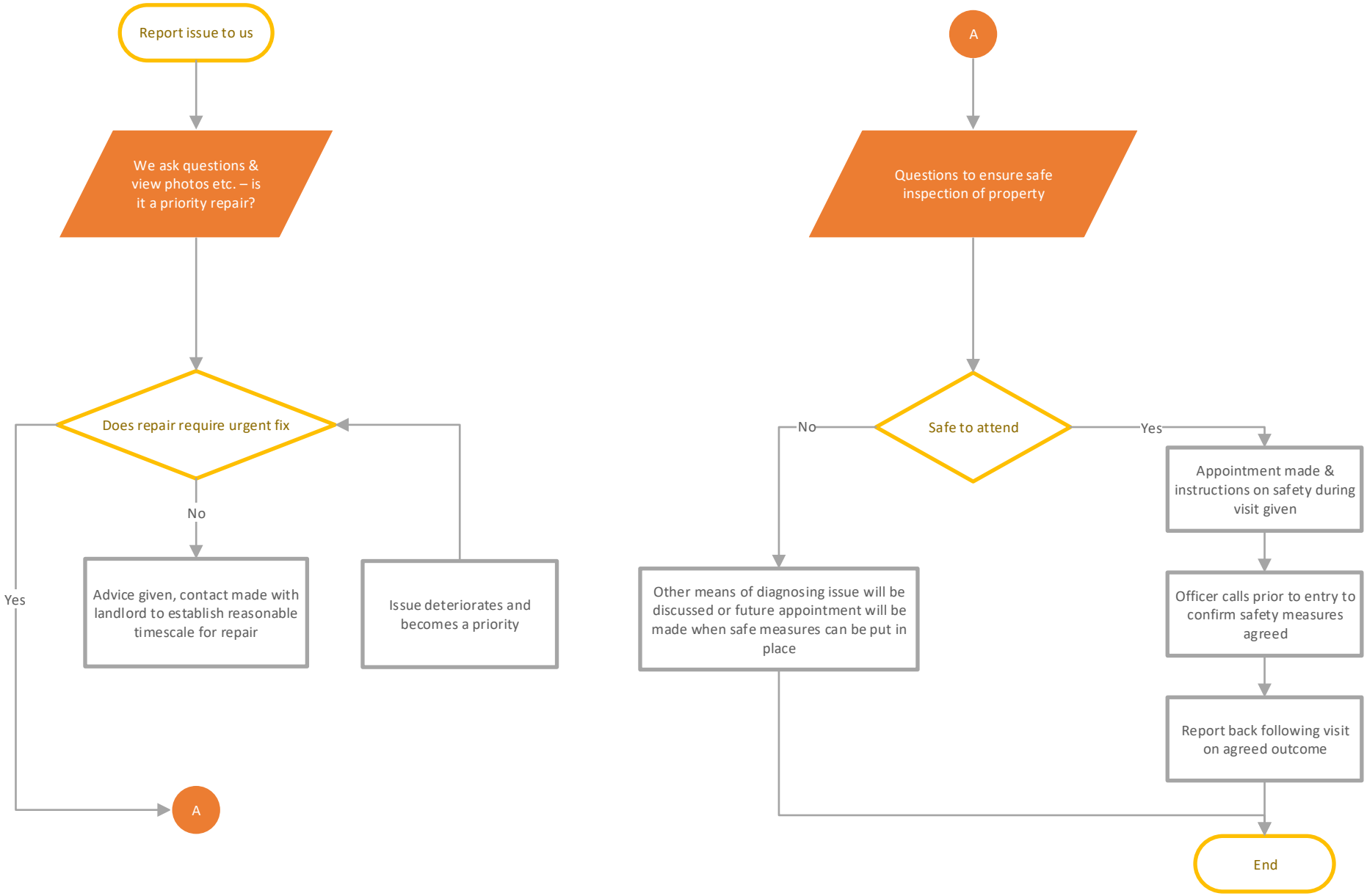
Report issue to us
We ask questions & view photos etc. – is it a priority repair?
Does repair require urgent fix
No
Yes
Advice given, contact made with landlord to establish reasonable timescale for repair
Issue deteriorates and becomes a priority
A
A
Questions to ensure safe inspection of property
Safe to attend
No
Yes
Other means of diagnosing issue will be discussed or future appointment will be made when safe measures can be put in place
Appointment made & instructions on safety during visit given
Officer calls prior to entry to confirm safety measures agreed
Report back following visit on agreed outcome
End