

How do I book a Repair



Call us on
0121 748 8100

Reporting a repair is simple. Our repairs are managed by Wrekin. To book a repair, call our main phone number (above) and select option 1.

Gas Repairs

Call Status Heating on 0800 888 6215.

Is my Repair an Emergency?

Emergency repairs are needed when there's a risk to your safety, serious damage to your home, or an urgent issue that needs immediate attention. These include:

- A water leak that cannot be contained
- Total loss of electricity or water supply
- Fire damage or flooding
- Major structural damage
- Repairs to doors and windows to secure your home
- Blocked main drain or only toilet
- Total loss of heating (with no alternative available)
- A lift that is out of order
- Offensive or discriminatory graffiti

If you have an emergency repair, we'll send a qualified contractor within two hours to assess the situation and make it safe. If the repair can't be completed straight away, we'll carry out the necessary work within 24 hours.

If specialist parts are needed, it may take longer, but we'll keep you updated and agree on a time to return.

Response times

Emergency Repairs

A qualified contractor will arrive within 2 hours and aim to complete the repair within 24 hours.

Routine Repairs

Usually attended the same day, but times may vary depending on complexity.



Keeping you informed

If there are any delays, we'll keep you updated on progress.

You may be contacted after the repair to share your feedback.

By providing detailed information when reporting a repair, you help us get it sorted as quickly and smoothly as possible.

pioneergroup.org.uk/your-home

Repairs & Maintenance



We understand how important it is to make sure everything is working as it should.

**To report a repair call
0121 748 8100**

 **The Pioneer Group**

Steps to a Repair

To help us resolve your repair as quickly as possible, follow these steps:

Identify the Issue
Check whether your repair is an emergency, urgent, or routine so we can respond appropriately.

Provide Details
When reporting a repair, give as much detail as possible, including:

- The type of issue (e.g., water leak, electrical fault)
- Where the problem is in your home
- Any immediate risks or hazards

Schedule an Appointment
Once reported, our contractor will arrange an appointment.

Rechargeable Repairs

You are responsible for repairs due to damage, neglect, or failure to report issues. Examples include:

- Unreported faults causing further damage
- Poor DIY work needing correction
- Damage by you, household members, visitors, or pets
- Lost keys requiring lock replacements
- Missed repair appointments
- Leaving rubbish behind when moving out

We discuss costs before proceeding, except in emergencies where delays pose risks.

Tenant Responsibilities & Rechargeable Repairs
You may be charged for:

- Unreported issues causing more damage
- DIY work needing correction
- Lost keys requiring lock changes

For emergencies affecting health and safety, we may complete repairs and charge you afterward.

Who's Responsible

This table shows who is responsible for each type of repair. Full details of responsibilities can be found on our website

We (The Pioneer Group) are responsible for:

- Baths including panels**
 - Except unblocking wastes
- Bathroom fixtures and fittings**
 - Except WC seats, bathroom cabinets, mirrors, shower curtains, towel rails, toilet roll holders
- Communal areas**
- Decorations (external)**
- Doors**
- Fences and gates**
- Gas**
- Heating**
 - Except bleeding radiators
- Immersion heaters**
- Infestations**
- Kitchen units**
 - Except domestic appliances
- Light fittings**
 - Except light bulbs, dimmer switches, fuses, fluorescent tubes and starters
- Locks of any type**
- Plastering**
- Plumbing repairs and leaks**
 - Except for washing machines, dishwashers and bleeding radiators
- Showers**
 - Except curtains and rails
- Sink units**
 - Except blockages
- Stairs**
- Switches/sockets**
 - Except dimmer switches
- Windows**
 - Including windowsills, catches & frames

You are responsible for:

- Chains and plugs**
 - On basins, baths and sinks
- Decorations (internal)**
 - Except when damage is caused by structural defects
- Electrical appliances**
 - Such as cookers, fridges, washing machines
- Fixtures and fittings**
 - Such as coat hooks, curtains, curtain rails
- Floor coverings exc kitchen and bathroom**
- Garden maintenance**
 - Including dustbins and refuse areas
- Glazing**
 - If broken into you must provide a police crime reference number
- Loss of keys**
 - Including repairs to forced entry if you get locked out
- Telephone points**
- TV aerials/sockets**
 - Unless communal
- Washing lines**
- WC seats**

