

Please note as a result of the COVID-19 situation we have unfortunately taken the decision that we will now run an emergency only repairs system. The safety of tenants, staff and contractors matters greatly to us and we hope that you understand the reason we have had to take this decision.

We will also be postponing all major repairs and planned cyclical works until further notice. Any works currently on site will be completed. Please note we will continue with all compliance visits to enable us to ensure the safety of tenant's homes

Please report any urgent repairs via email to [customerservices@fcha.org.uk](mailto:customerservices@fcha.org.uk)

Thinking of all tenants at this time and should you require any support please do not hesitate to contact us