

Reporting any problems

It is important you tell us about any problems you are experiencing during the work to allow us to resolve them quickly. To resolve any issues you may have, the following procedure should be followed where possible.

Contact the contractor's Resident Liaison Officer (RLO) who may be able to fix the problem immediately or direct you to someone who can. Details of the contractor RLO will be provided at the start of the project.

If the problem has not been resolved with the RLO, contact should be made with the Site Manager. Contact names and numbers will be provided on all correspondence sent before the works started.

Sutton Housing Partnership have an in-house Resident Liaison Officer who is also available to discuss any problems or queries you may have. Lauren Teague is contactable by calling **Freephone 0800 195 5552**, from your mobile on **020 8915 2000** (*call charges may vary depending on your network*) or alternatively e-mailing our Asset Management team on www.assetmanagement@suttonhousingpartnership.org.uk

If the problem has not been resolved or you have other issues outstanding please contact your SHP Project Manager. The SHP Project Manager's contact details are on all correspondence sent to you regarding the works.

Alternatively you can phone our Customer Care Team on **Freephone 0800 195 5552** or from your mobile on **020 8915 2000** (*call charges may vary depending on your network*) and they can transfer your call.

We hope all problems can be rectified by following the process above. If you feel your problem has not been dealt with adequately, a call can be logged with Customer Care for our Complaints Department on **Freephone 0800 195 5552**, from your mobile on **020 8915 2000** (*call charges may vary depending on your network*), or alternatively you can e-mail on www.customerservices@suttonhousingpartnership.org.uk