



Report a repair

You can report a repair in the following ways:

By telephone: phone our repairs call center on **0800 316 88 39**

By letter: write to us at Tor House, St Peter's Quay, Totnes, TQ9 5SH

In person: call in to our head office during normal office hours

Online: please click [here](#) to use our online repairs reporting system

By email: the repairs email address is repairs@torhomes.com

By fax: on **01803 869636**

To report a repair out of normal working hours: 0800 316 88 39

Priority codes for repairs

We aim to provide you with an efficient and responsive repairs service for the wide variety of repair orders we receive. Some repairs are more urgent than others and to make sure we deal with the more urgent jobs first we give each repair a priority code.

To view these priority definitions, please see page 22 of the Tenants Handbook 2007 by clicking on the link below

Further information

[Tenants' Handbook](#)

[Responsive repairs](#)

[Customer service standards for responsive repairs](#)

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