

Cowley RMO Repairs & Maintenance

General repairs in your home.

In line with Social distancing guidelines, we ask:

- 1) Is anyone in the household isolating due to being in contact with someone with COVID-19 or have symptoms / shielding or extremely vulnerable.**
- 2) You permit your temperature to be checked at the front door.**
- 3) That you leave the room while the operative is working.**
- 4) That you open all windows to increase the circulation of air in the property.**
- 5) You to wear a mask to protect yourself and the operative.**
- 6) You to make their visit as speedy as possible, please keep interactions to a minimum.**
- 7) You to please call the office to ask any questions you may have.**

General repairs contact numbers (10am-3pm)

Office : 020 7926 0690

Shajida : 07930 988766

Beverley : 07729 107697

Smith & Byford for individual heating, hot water and radiators :

0800 977 8607 (24/7)

Out of hours Repairs 0800 121 6122 (5pm – 8am) & at the weekends.

For lifts, communal heating & hot water, Lambeth Council : 020 7926 1000
(emergencies contact) 020 7926 1000

The Cowley Promise

Cowley operatives will follow the latest guidance and will:

- wash or sanitise their hands before entering your home – and at regular intervals during the appointment
- wear face masks
- wear disposable or protective gloves as appropriate during the job & keep at least two metres away from you at all times