

Process for resident representatives to resolve repair issues

We know that if you are dealing with a repair problem that you want to get it resolved as quickly as possible. The process below will help you do that by ensuring you contact the right team at the right time.

Contact the repair help desk:

BHCC.repairs@mearsgroup.co.uk

or call 0800 052 6140



Contact the Property & Investment team:

P&Ienquiries@brighton-hove.gov.uk

call 01273 293429 or 293708



Contact the BHCC Customer Feedback team:

Customerfeedback@brighton-hove.gov.uk

call 01273 291229

1. In the first instance always contact the repair help desk to try and resolve the matter
2. If you have done this and are still not satisfied then call the Property & Investment team who will log your enquiry and respond within 5-10 days.
3. If you are still not satisfied then contact the Customer Feedback team and log an official stage 1 complaint.

