

NEW PARK VILLAGE

Repairs and maintenance starts on
3rd November 2025



Maintenance and Repairs



Contact

01902 552670

**newparkvillage2@
wolverhampton.gov.uk**



www.npv.org.uk

MAINTENANCE AND REPAIRS

How to report repairs and who to contact

Phone 📞	You can report your repair to New Park Village TMO direct on: 01902 552670 (Mon-Fri: 09:00-16:30)
Office 🏢	You can report your repairs to a member of staff in the office at: Ellerton House, Ellerton Walk, WV10 0UG.
Email ✉️	You can email non-emergency repairs by emailing: Newparkvillage2@wolverhampton.gov.uk
Website 🌐	You can submit a repair via on-line by visiting our website at: www.npv.org.uk
Gas and Electric Repairs 🔥🔌	Gas and Electrical repairs will be retained under Wolverhampton Homes. To report your repair, please call: 01902 556789
Emergency Gas Smell ⚠️	If you smell gas you will need to call 0800 111 999
Out of hours 🌙	For any emergencies for out-of-hours you will need to call Wolverhampton Homes on: 01902 552999 Times for Out of hours: 17:00 - 08:30 (Mon-Fri) (All day) Saturday, Sunday & Bank Holidays

Service standards (our promise)

Emergency	Risk to Safety or Serious damage	Attend within 24 hours
Urgent	Significant impact but safe	Within 3 days
Routine	Non-urgent repairs	Within 28 days
Our promise to you	What is expected from New Park Village TMO	<ul style="list-style-type: none"> • Timely responses and punctual • Polite staff and clear identification • Respect of your property • Clear updates, easy contact and transparency • Feedback opportunities • Complaints resolution
Updates	Progress & next steps	We'll text/call/email you

Important

Any repairs regarding **Gas** and **Electric** will be carried out by Wolverhampton Homes.

Please call Wolverhampton Homes on **01902 556789** to report.

New Park Village TMO will not be carrying out these repairs.

Please note - Any repairs that have already been reported to Wolverhampton Homes will need to be completed by them. Please do not duplicate repairs by reporting the same issue to New Park Village TMO.

HOW WE WORK

How we prioritise repairs

Emergency	Immediate risk to safety to (e.g., electrical danger, major leak, unsecure external door).	attend within 24 hours
Urgent	Serious impact but not dangerous (e.g., partial power loss, blocked sink with alternatives).	Within 3 days
Routine	Minor or planned work (e.g., internal door adjusts, cosmetic issues).	Within 28 days

How to help us to help you

- Give details: block/flat, exact location and full description
 - Access: Someone aged 18 or above to grant access
 - Keep us informed if you are not going to be in for your appointment and we can arrange it.
- (Not informing us can waste valuable time and also increases waiting times for repairs).**

Complaints and feedback

We welcome all complaints and feedback about our services and all complaints are dealt with in line with the Housing Ombudsman regulatory standards.

Please contact New Park Village TMO on:

- **Telephone:** 01902 552670
- **E mail:** newparkvillage2@wolverhampton.gov.uk
- **Website:** www.npv.org.uk

If you require this leaflet in a different format or language, please contact New Park Village TMO