

Repairs and looking after your home



Freephone 0800 027 2057

"Better homes and better services for better lives"

Reporting repairs

HOW TO REPORT A REPAIR

You can report repairs by calling our freephone number **0800 027 2057**

You can also call us on this number to report emergency repairs outside normal office hours.

You can also report repairs:

- In person at a local office
- By e-mail or by using our website (non emergency only)
- Through the post (non emergency only)
- By text message (non emergency only)

When you report a repair we will tell you whether a repair or an inspection has been arranged and, if possible, which contractor will do the work. We will write to you to confirm the repair details and the appointment slot when the work will be done, except for emergency repairs.

Repair response times

We have set the following targets for carrying out your repair requests, relating to the time when you first contact us:

Emergency repairs will be completed in 24 hours (max)

Urgent repairs will be completed in 7 calendar days (max)

Routine repairs will be completed in 28 calendar days (max)

The following listing shows how repairs are categorised into three groupings, highlighting the maximum response time for each repair.

Emergency repairs – 24 hours (max)

Emergency repairs are those that cause a real risk and danger to people or property. We aim to attend to all emergency repairs on the same day that you report the problem.

Examples include:



- Heating loss for elderly/vulnerable tenants - 30 October to 1 May
- Hot water loss for elderly/vulnerable tenants - 30 October to 1 May
- Replacement of door locks
- Offensive graffiti
- Burst water pipe where the stop cock cannot be turned off or where the water cannot be contained in a bucket
- Total loss of power to the principle rooms in the home
- Water coming through the ceiling
- A dangerous structure
- Failure of a disabled stair lift
- Gas leak
- Blocked main foul drain, soil pipe or sole WC
- Shower not working when only form of bathing/disabled

Urgent repairs – 7 calendar days (max)

Urgent repairs are those that cause significant discomfort but are not a safety risk. We will attend to these urgent jobs as soon as possible within 7 calendar days of you reporting them.

Examples include:



- Heating loss or breakdown
- Hot water fault or breakdown
- Minor plumbing leaks/defects
- Failure of door entry system
- Minor electrical faults
- Partial loss of water or electricity supply

Routine repairs – 28 calendar days (max)

Routine repairs are small things that can be irritating but not urgent. We will attend to routine repairs as soon as possible within 28 calendar days of you reporting them.

Examples include: 

- General joinery repairs
- Repairs to internal walls, floors, ceilings and doors
- Repairs to plasterwork
- Repairs to kitchen units
- Basic plumbing repairs
- General roof repairs including chimneys, slates/tiles
- Repairs to drains, gutter and external pipes



Our contractors

We use a range of skilled tradespersons, including private contractors, for carrying out routine responsive repairs, specialist and major works.

Our contractors must follow our code of conduct for customer care and we review their performance based on your feedback.

We will attempt to use local contractors where possible. However, this must be balanced against quality standards and achieving value for money.

All our representatives should carry identification. If you have any doubts about anyone visiting your home you should ask to see their identification or contact us.

Compensation

Some emergency and urgent repairs are covered by the **Right to Repair scheme**. This means that if we fail to carry out these repairs you may be entitled to up to £50 compensation.

If a contractor damages your home or your property, please let us know straight away as we will put things right and possibly give you compensation.

You can also seek compensation by going through our general complaints handling system.

You can get more information about the Right to Repair scheme and how compensation works in some of our other leaflets or by talking to us.


Our responsibilities and your responsibilities

We are responsible for maintaining:

- The structure and outside of your home – including roofs, chimneys, windows, walls, drains and gutters
- The fittings inside that we have provided – including the water supply, sanitary fittings, gas, electricity and heating appliances

We repair and maintain many more things than this for you and examples of the full range of repairs that we carry out, together with our response times, are shown in the earlier 'Repair response times' section.

You are responsible for maintaining:

You are responsible for all work and expenses associated with the following. We can only carry out work in these areas if you pay for it. 

- Any repair that is the result of action or inaction, negligence or abuse by you, your household or your visitors
- Burglar alarms
- Replacement keys, including house and window keys
- All internal decoration
- Minor cracks or superficial damage to interior surfaces such as plaster work
- TV aerials or satellite dishes – other than communal sets provided by us
- Your own appliances, alterations, fixtures, fittings or improvements - unless formally adopted by us
- Window cleaning – unless covered by a service charge
- Installation or maintenance of clothes posts or rotary driers, apart from those in communal areas
- Altering of doors to fit carpets
- Boarding up and/or glazing repairs as a result of misuse
- Total loss of power due to no credit on token meter
- Secondary paths - other than those that serve as front or rear entrances to the property
- Locks, padlocks and latches to sheds and outhouse doors - not adopted by us
- Plugs, chains to sanitary ware and kitchen sinks

- Cleaning and descaling of sanitary ware
- Additional security measures, such as the upgrade of locks
- Blocked sinks and drains as the result of misuse
- Garden maintenance, other than when you are paying a charge for the service
- Picture rails, hangers and shelves
- Repair and maintenance of any fencing not adopted by us
- Damage to fixtures and fittings that can be funded from your own home contents insurance cover
- Plumbing of automatic washing machines and dishwashers
- Environmental pest control

You are also responsible for all work and expenses associated with the following types of repairs. However, we may carry out these jobs for you if you are vulnerable to ensure your health and safety is not at risk.

- Electrical fuses to your own appliances
- Repairs to, or replacements of, smoke or carbon monoxide alarms not provided by us
- Cleaning or sweeping of chimney baskets, flues and frets
- Bleeding of radiators
- Replacement of non-communal light bulbs –including fluorescent strip lights and starters





These repairs, identified as being your responsibility, may be repaired by us at our expense where it can be proven that they resulted from unrelated, third party, criminal damage and this is confirmed by a police report.

We will always try to let you know whose responsibility it is to carry out the repair when you first contact us. Any work that we carry out on repairs that are your responsibility will only be done on a rechargeable basis with your prior consent. You will receive written notice before the work is ordered and you will be recharged when the work is finished.

Your rights if we fail to meet our repairing obligations

- You have the right to apply to the County Court, under section 17 of the Landlord and Tenant Act 1985, for an injunction forcing us to carry out a specific repair obligation
- You may take a complaint of statutory nuisance to the Magistrates Court under section 82 of the Environmental Protection Act 1990 and the Court may order us to carry out certain repairs
- Common law allows you to do repairs, where we have not met our repair obligations, and to offset the cost against future rent payments. However, in such cases, if the Courts find that we are not at fault then any resultant rent arrears would have to be addressed by you.

Improvements

We have a programme of repairs and maintenance where we plan work in advance and repair more than one home at a time. If your home needs a lot of work doing to it, such as rewiring or a new kitchen or bathroom units, we would include this work in planned programmes.

We carry out full stock condition surveys on all our properties on an ongoing basis. The information from these surveys helps us to plan our future improvement programmes. Whenever your home is going to be affected by these programmes, we will consult you fully before work begins.

We also carry out cyclical maintenance programmes. Every year we service and maintain door entry systems, lifts, stair lifts and heating appliances. We also paint and repair the outside of all our homes every five years.

You have the right to make certain improvements to your home yourself, providing you have our consent. In some cases, you will also need permission from the Council's planning and building control departments. Please contact us if you want more details.

If you have done some authorised improvements you may qualify for compensation when you terminate your tenancy.

Please contact us if you think you are eligible.



Insurance and claims

We are responsible for insuring the building you live in, but this does not cover your personal belongings.

We therefore advise you strongly to insure the contents of your own home. Details of our home contents insurance scheme for tenants are contained in a leaflet that is available from us.

If you need to make a claim for loss or damage to your home or belongings, you must claim through your own insurance policy. However, if you think the loss or damage was our fault you need to let us know, giving your reasons. On such occasions, we reserve the right to ask to see any items that have been damaged.

Looking after your home

We can provide you with a great deal of help and advice about looking after your home. For example, we can provide you with advice on keeping your home warm and properly insulated or in dealing with condensation.

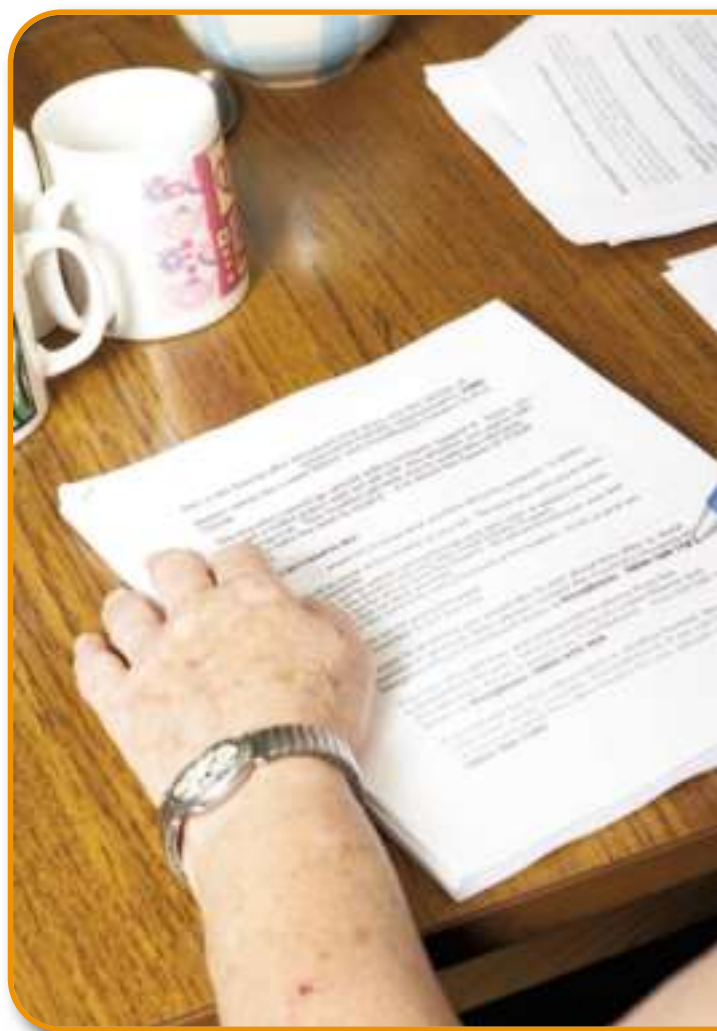
Please contact us regarding any aspect of looking after your home. A wide range of specialist advice and information leaflets are available to help you.

Feedback about maintenance services

Your views about the repairs service are important to us. You can help us to see what is working well and to find out where improvements can be made and take action to make things better.

Please take part in any follow-up surveys. Any job that you tell us has been done unsatisfactorily will be inspected to decide what needs to be done to put things right.

We use a range of other methods for monitoring maintenance and repairs including consultation with resident groups, feedback from sample surveys and tenant mystery shopping exercises, as well as carrying out our own post-inspection programmes.



If you would like to have this information in large-print, another language, or any other format, please contact us to let us know about your needs.

Our aim is to give you the information you need as quickly and as clearly as we can. We therefore have a target of arranging suitable personal communication for you within one working day (for example by talking things through verbally, by using signing, language interpretation etc.).

Please be aware that some large documents may take some time to convert into the format you need and other agencies are often involved in reproducing our published materials. This means that it can take up to 8 weeks to convert a large document into some formats.



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Waxaad Helaysaa Adeeg Turjumaad

خدمات الترجمة متوفرة

خدمات ترجمه مهیا میبندد

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