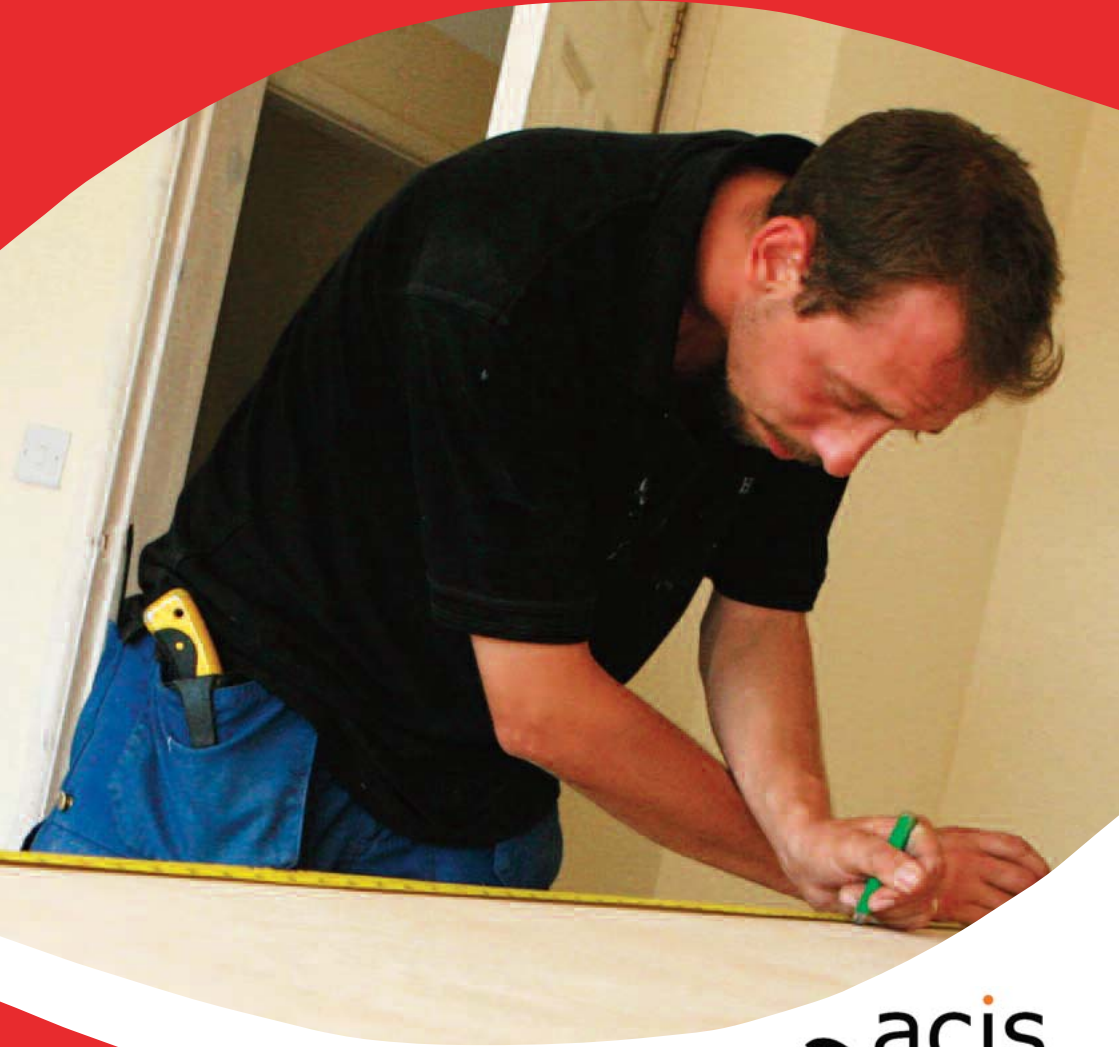


Guide to the Repairs Service



"Better homes and better services for better lives"



Reporting a repair

You can report repairs in person by calling into one of our offices or by calling us free on 0800 027 2057 or by letting a member of staff know.

You can also write to us by letter at Acis House, Bridge Street, Gainsborough DN21 1GG or by dropping us an email at info@acisgroup.co.uk or by sending a fax to 01427 679679.

You can also report your repair via our website www.acisgroup.co.uk

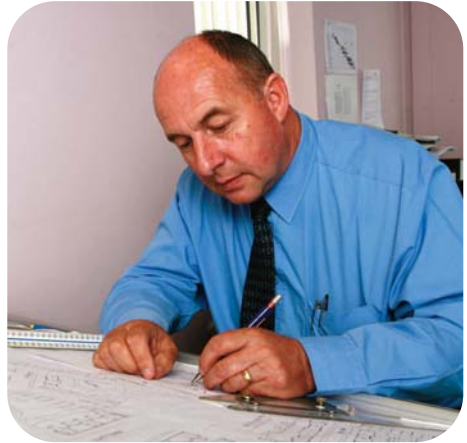
When reporting your repair, we ask that you give us as much information as you can. We'll need you to let us know when we are able to visit you and we'll need your telephone number. This will help us to make sure your repair is completed without delay.

Out of hours emergency service

Acis has an 'out of hours' service for emergencies when the office is closed. Call our freephone 0800 027 2057 and wait to be put through to our Out of Hours team.

Assessing the repair

We will need to ask you some detailed questions to find out exactly what work is needed to be carried out. Occasionally it may be necessary for someone to visit your home before work begins so that we can review a problem.



If you are not at home for the arranged repairs appointment, the repair will be cancelled. If you still need the repair then please phone us on 0800 027 2057 to arrange another appointment.

Who will do the work?

If you live in Gainsborough or villages in Lincolnshire or Nottinghamshire: In most cases Acis' own workforce will carry out the work. However, sometimes contractors, carefully selected by Acis, may deal with the repair. This is particularly the case when specialist work is needed such as the maintenance of gas appliances.

All contractors will carry identification for security reasons. Please ask to see their ID cards if you think that they may not be genuine. If you are in any doubt, please contact us on 0800 027 2057 for further advice.

If you live in Sheffield, the majority of repair work is carried out by our partnering contractor, Kier.



How long before my repair is completed?

Each repair is graded into a category of priority depending on its urgency. There will be a maximum target time given for the completion of the work according to the priority.

When you ask us to carry out the work we will give you more details about when we will be able to do the work.

If the repair is graded as an emergency, the target for completing the work is within 24 hours.

If the repair is urgent, the maximum target time for completing the work is seven calendar days. If the repair is graded as a routine repair, the maximum target time for completing the work is 28 calendar days.



Emergency repairs within 24 hours



- Total loss of water supply
- Burst water main
- Internal flooding, burst water pipes
- Severe storm damage (make property safe)
- Total loss of electricity
- Gas leak
- Blocked flue where this is the only form of heating
- Blocked main foul drains, soil pipe or sole toilet
- Heating loss for elderly or vulnerable tenants during 31 October to 1 May
- Hot water loss for elderly or vulnerable tenants during 31 October to 1 May
- Failure of lift or stair lift
- Failure of warden alarm or call system
- Offensive or racist graffiti
- Faulty garage door lock (if car is in garage)
- Faulty shower (if this is the only form of bathing)

Urgent repairs within a maximum of 7 calendar days



- Minor plumbing leaks/defects, including showers
- Bath slow to drain away
- Heating fault or breakdown
- Hot water faults or breakdown
- Partial loss of electricity
- Minor electrical faults, lighting and power sockets
- Failure of entry phone
- Faulty extractor fan, if no window in bathrooms in flats
- Faulty communal TV aerial
- Partial loss of water supply
- Door or lock fault to garage

Routine repairs within a maximum of 28 calendar days



- General joinery repairs
- Repairs to external walls, doors and windows
- Repairs to boundary walls, fences, paths and steps
- Repairs to internal walls, floors, ceilings and doors
- Repairs to drains, gutters and external pipes
- Damage to stair treads, handrails, banisters (possible upgrade to urgent)
- Repairs to kitchen fittings
- Repairs to plasterwork
- Dripping/leaking taps or shower units
- Other minor plumbing repairs
- Repairs to tiling to kitchen and bathroom walls
- Other minor day-to-day repairs/replacement
- Blocked gulley, sink, basin or second toilet
- Defective cistern or overflow
- General roof repairs, including chimneys, slates/tiles
- Severe dampness
- Graffiti
- Faulty extractor fan in kitchen or bathroom
- Defective flooring (possible upgrade to urgent)
- Garage roof leaking or damaged integral garages and stores



Our responsibilities and your responsibilities

We are responsible for maintaining:

The structure and outside of your home including roofs, chimneys, windows, doors, 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 are listed on the previous page.

You are responsible for maintaining:

You are responsible for all work and expenses associated with the following list. 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 the service charge;
- Clothes post or rotary driers – maintenance and new installations apart from communal areas;
- Easing 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 or outhouse doors – not adopted by us;
- Plugs and chains to sanitary ware and kitchen sinks;
- Cleaning and de-scaling 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.

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

- 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.

If you are vulnerable, we may carry out these jobs at our expense so that we can make sure that your health and safety is not at risk.

Your rights in relation to repairs



Under the 'tenants charter' you have several rights including:

- **Right to repair:** Some emergency and urgent repairs are covered by a programme called the 'Right to Repair Scheme.' This means that if we fail to carry out these repairs you may be entitled to up to £50 in compensation. (See our 'Guide to Right to Repair' leaflet).
- **Right to carry out improvements:** You can carry out improvements to your home, provided you obtain written consent from Acis. These improvements will not increase your rent and you may be entitled to get the cost of the improvements back if you move.

What if I am not happy about the repairs service?

Please contact us on 0800 027 2057 if you are not happy about any aspect of our service. We take complaints very seriously and have a formal customer feedback procedure. To find out more please get in touch with us.

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

ਬਦਲਾਵਾਂ ਵਾਲਾ ਕਾਗਜ਼

Překladatelshé služby jsou k dispozici

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Překladatelshé služby k dispozici

Waxaad Helayaa Adeeg Turjumaad

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Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

Acis Group Limited

Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG

email: info@acisgroup.co.uk

web: www.acisgroup.co.uk

FREEPHONE: 0800 027 2057

text: 07800 002270

